

# EAST Search History

JL 6-23-06  
71 KWC ABS

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S43	22	(internet or web or website) with (risk or audit) with (assessment or evaluation or management) with interactive	US-PGPUB	OR	ON	2006/06/22 08:26
S42	2	(internet or web or website) with (risk or audit) with (assessment or evaluation or management) with interactive	USPAT	OR	ON	2006/06/22 08:26
S41	20	705/1.ccls. and ((assessment or evaluation) near (risk or audit))	USPAT	OR	ON	2006/06/22 08:25
S40	350	705/1.ccls. and (risk or audit)	USPAT	OR	ON	2006/06/22 08:17
S39	55	S37 and (automate\$ or interactive)	USPAT	OR	ON	2006/06/22 08:17
S38	33	S37 and interactive	USPAT	OR	ON	2006/06/22 08:08
S37	176	(creat\$ or generat\$ or develop\$) with (risk or audit) with (template or guide)	USPAT	OR	ON	2006/06/22 08:08
S36	17	((risk or audit) near (management or assessment or evaluation)) with (template or guide)	USPAT	OR	ON	2006/06/22 08:07
S34	3	("5586252" "5867153" "6084528").PN.	USPAT	OR	OFF	2006/06/22 08:02
S33	27	S32 and populate	USPAT	OR	ON	2006/06/19 16:10
S32	860	(assessment or evaluation or questionnaire) near (template or form)	USPAT	OR	ON	2006/06/19 16:10
S31	20	britannia.as.	US-PGPUB; USPAT; USOCR	OR	ON	2006/03/10 15:24
S30	3	("5586252" "5867153" "6084528").pn.	US-PGPUB; USPAT; USOCR	OR	ON	2006/03/10 15:23
S29	209	S28 and template	US-PGPUB; USPAT; USOCR	OR	ON	2006/03/10 15:19
S28	295	S27 and (statutes or rules or regulations or government or regulatory)	US-PGPUB; USPAT; USOCR	OR	ON	2006/03/10 14:54
S27	322	S26 and interactive	US-PGPUB; USPAT; USOCR	OR	ON	2006/03/10 14:53
S26	1111	((populat\$ or generate or generation or generating or creat\$) near (manual or assessment or guide or guideline)) and (risk or audit)	US-PGPUB; USPAT; USOCR	OR	ON	2006/03/10 14:52
S25	26	((risk or audit) near system) with template	US-PGPUB; USPAT; USOCR	OR	OFF	2006/03/10 14:50

## EAST Search History

S24	204	S23 and assessment	US-PGPUB; USPAT; USOCR	OR	OFF	2006/03/10 14:42
S23	344	S22 and template	US-PGPUB; USPAT; USOCR	OR	OFF	2006/03/10 14:42
S22	2307	(risk or audit) near system	US-PGPUB; USPAT; USOCR	OR	OFF	2006/03/10 14:42
S21	8	("5321610"   "5530861"   "5572642"   "5826252"   "5900870"   "6041303"   "6154753"   "6161113").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/03/10 14:41
S20	12	risk near template	US-PGPUB; USPAT; USOCR	OR	OFF	2006/03/07 14:40
S19	15	("4823303"   "4862376"   "5051930"   "5228100"   "5233513"   "5267155"   "5404509"   "5459865"   "5490243"   "5541846"   "5564005"   "5666549"   "5704029"   "5737494"   "5737581"). PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/03/07 14:40
S18	150	S17 and template	USPAT	OR	ON	2006/03/07 13:42
S17	634	S16 and (audit or risk)	USPAT	OR	ON	2006/03/07 13:41
S16	1501	(survey or assessment or questionnaire or evaluation) with populat\$	USPAT	OR	ON	2006/03/07 13:41
S1	436	(survey or assessment or questionnaire or evaluation) with template	USPAT	OR	ON	2006/03/07 13:41
S15	3	("5586252" "5867153" "6084528").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/02/09 16:10

## EAST Search History

S14	255	("20020122205"   "3549055"   "3582621"   "3608888"   "3774758"   "3774901"   "3809385"   "3819173"   "3872460"   "3891492"   "3892427"   "3899165"   "3932744"   "3953017"   "3982744"   "4022455"   "4085455"   "4095780"   "4117975"   "4121818"   "4168776"   "4168828"   "4247008"   "4338768"   "4345276"   "4346446"   "4395031"   "4413724"   "4417630"   "4426072"   "4482142"   "4483526"   "4484733"   "4495582"   "4499545"   "4500083"   "4516209"   "4517637"   "4519598"   "4520454"   "4536176"   "4537342"   "4552349"   "4554044"   "4556595"   "4567988"   "4601003"   "4601394"   "4616327"   "4639873"   "4665555"   "4672462"   "4674052"   "4677571"   "4710886"   "4718784"   "4723209"   "4727402"   "4729037"   "4734865"   "4768766"   "4789147"   "4800505"   "4800506"   "4800510"   "4827315"   "4835570"   "4866628"   "4887128"   "4900001"   "4903139"   "4908768"   "4910612"   "4928243"   "4928252"   "4930077"   "4933880"   "4937761"   "4948109"   "4949272"   "4968993"   "4974171"   "4984948"   "5001500"   "5005124"   "5021975"   "5025396"   "5027279"   "5028192"   "5031891"   "5033009"   "5039075"   "5043749"   "5053955"   "5054984"   "5056767"   "5060165"   "5067024"   "5068797"   "5072397"   "5072401"   "5077694"   "5085470"   "5098076"   "5102110"   "5103490"   "5105283"   "5112179"   "5114128"   "5114291"   "5119306"   "5133051"   "5134669"   "5136316"   "5142482"   "5142618"   "5142667"   "5143362"   "5144562"   "5157765"   "5175679"   "5177877"   "5178063"   "5194899").PN. OR ("5200903"   "5202206"   "5210824"   "5220420"   "5220674"   "5220770"   "5229932"   "5238345"   "5245701"   "5257196"   "5267155"   "5267821"   "5271065"   "5274567"   "5274757"   "5280895"   "5287976"   "5289569"   "5291243"   "5293310"   "5295236"   "5299310"   "5301036"   "5303334"   "5313564"   "5313578"   "5319745"   "5321604"   "5326209"   "5333246"   "5337246"   "5337258"   "5346196"   "5349648"   "5353222"   "5353388"   "5359423"   "5359432"   "5377120"   "5379368"   "5379373"   "5381523"   "5383129"   "5384886"   "5390354"   "5396321"   "5398389"   "5400263"   "5412566"   "5414800"   "5410541"	US-PGPUB; USPAT; USOCR	OR	OFF	2006/02/09 16:10
6/23/06 9:06:42 AM	C:\Documents and Settings\Bridget M. Williams\Documents\EAST\Workspaces\09988780.wsp					Page 3

## EAST Search History

S13	86	S10 and (audit or assessment or evaluation)	USPAT	OR	ON	2006/02/09 15:58
S11	128	S10 and (risk or assessment or evaluation)	USPAT	OR	ON	2006/02/09 15:58
S12	11	S11 and audit	USPAT	OR	ON	2006/02/09 15:57
S10	404	((generat\$ or produc\$) with (book or guide or manual)) with template	USPAT	OR	ON	2006/02/09 15:57
S9	5777	((generat\$ or produc\$) with (book or guide or manual)) and template	USPAT	OR	ON	2006/02/09 15:57
S8	3	(assessment or evaluation) with risk with template	USPAT	OR	ON	2006/02/09 15:56
S7	0	(assessment or evaluation) with risk with template with populat\$	USPAT	OR	ON	2006/02/09 15:53
S6	2712	(assessment or evaluation) and risk and template and populat\$	USPAT	OR	ON	2006/02/09 15:53
S5	2350	(assessment or evaluation) and risk and template and populat\$	USPAT	OR	OFF	2006/02/09 15:53
S4	3449	(assessment or evaluation) and risk and template	USPAT	OR	OFF	2006/02/09 15:53
S3	67	S2 and (populate or fill)	USPAT	OR	ON	2006/02/02 16:09
S2	113	S1 and interactive	USPAT	OR	ON	2006/02/02 11:18

09/088,780

62 pgs

Dialog  
searches

gd  
6-23-06

Welcome to DIALOG

### Status: Login successfulDialog level 05.11.05D

Last logoff: 21jun06 17:24:27

Logon file405 22jun06 07:27:58

b fulltext1, fulltext2

22jun06 07:28:06 User268077 Session D335.1  
\$0.00 0.220 DialUnits FileHomeBase  
\$0.00 Estimated cost FileHomeBase  
\$0.03 TELNET  
\$0.03 Estimated cost this search  
\$0.03 Estimated total session cost 0.220 DialUnits

SYSTEM:OS - DIALOG OneSearch

File 15:ABI/Inform(R) 1971-2006/Jun 21

(c) 2006 ProQuest Info&Learning

File 16:Gale Group PROMT(R) 1990-2006/Jun 21

(c) 2006 The Gale Group

File 148:Gale Group Trade & Industry DB 1976-2006/Jun 22

(c) 2006 The Gale Group

File 160:Gale Group PROMT(R) 1972-1989

(c) 1999 The Gale Group

File 275:Gale Group Computer DB(TM) 1983-2006/Jun 21

(c) 2006 The Gale Group

File 621:Gale Group New Prod. Annou. (R) 1985-2006/Jun 21

(c) 2006 The Gale Group

File 9:Business & Industry(R) Jul/1994-2006/Jun 21

(c) 2006 The Gale Group

File 20:Dialog Global Reporter 1997-2006/Jun 22

(c) 2006 Dialog

File 476:Financial Times Fulltext 1982-2006/Jun 22

(c) 2006 Financial Times Ltd

File 610:Business Wire 1999-2006/Jun 22

(c) 2006 Business Wire.

**\*File 610: File 610 now contains data from 3/99 forward.**

Archive data (1986-2/99) is available in File 810.

File 613:PR Newswire 1999-2006/Jun 22

(c) 2006 PR Newswire Association Inc

**\*File 613: File 613 now contains data from 5/99 forward.**

Archive data (1987-4/99) is available in File 813.

File 624:McGraw-Hill Publications 1985-2006/Jun 21

(c) 2006 McGraw-Hill Co. Inc

**\*File 624: Homeland Security & Defense and 9 Platt energy journals added**

Please see HELP NEWS624 for more

File 634:San Jose Mercury Jun 1985-2006/Jun 21

(c) 2006 San Jose Mercury News

File 636:Gale Group Newsletter DB(TM) 1987-2006/Jun 21

(c) 2006 The Gale Group

File 810:Business Wire 1986-1999/Feb 28

(c) 1999 Business Wire

File 813:PR Newswire 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc

Set	Items	Description
S1	3458	(RISK OR AUDIT) (S) (MANAGEMENT OR ASSESSMENT OR EVALUATIO-
		N) (S) INTERACTIVE (S) (INTERNET OR WEB OR WEBSITE OR INTRANE-
		T)
S2	54	S1 AND TEMPLATE?
S3	38	RD S2 (unique items)
S4	16	S3 NOT PY>2000
? t s4/3,k/all		

**4/3,K/1 (Item 1 from file: 15)**  
 DIALOG(R) File 15:ABI/Inform(R)  
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02529902 117543202  
**A framework for integrated risk management in information technology**  
 Bandyopadhyay, Kakoli; Mykytyn, Peter P; Mykytyn, Kathleen  
 Management Decision v37n5 PP: 437-444 1999  
 ISSN: 0025-1747 JRNL CODE: MGD  
 WORD COUNT: 4433

...TEXT: Bidgoli and Azarmsa, 1989). Fingerprinting requires the matching of a user's fingerprints against a **template** that contains his fingerprints before gaining IT access. Palm-printing entails scanning of the palm...

...stored picture. Voice recognition matches the user's voice with the voice pattern stored on **templates**. In the event of sabotage by an authorized user, these measures are effective in tracking...experts to design controls to subdue such risks (Lightle and Sprohge, 1992).

#### Risk monitoring

The **risk** monitoring component of IT **risk management** is an additional layer to safeguard the IT environment. Active **risk** monitoring ensures that effective counter- measures to control risks are appropriately implemented (Eloff et al., 1993). The results of implementing **risk** -reducing measures are evaluated to determine if the expectation that **risk management** reduces loss is met. Then, appropriate adjustments must be made so that the organization remains prepared against the exposure to risks. Thus, **risk** monitoring not only evaluates the performance of **risk** -reducing measures but also serves as a continuing **audit** function. A number of **audit** tools, such as computer assisted **audit** tools and techniques (CAATT), and measurement tools for tracking **Web** sites (On Technology Corporation's AuditTrack, Tucows **Interactive** Limited's NetGravity, etc.) are being used for auditing (Gascoyne, 1993; Dryden, 1995). The commonly used procedures for IT **risk** monitoring are summarized

in Table IV.

Managerial implications

Even though IT risk management is one...

**4/3,K/2 (Item 2 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

01821041 04-72032

**Go back to school with online b-to-b university**

Nolan, Paul

Potentials v32n5 PP: 22 May 1999

ISSN: 0032-5619 JRNL CODE: POIM

WORD COUNT: 322

...TEXT: white papers written by leading industry experts. Creative "extras" include downloadable Request for Proposal (RFP) **templates** in the Tools of the Trade section to help marketers determine their specific needs when choosing an outsource partner.

The site's Lead **Management Audit** is an **interactive** quiz that, once completed, is a useful guide in determining the next steps in a marketing or sales program. And while many **Web** site developers go to great lengths to keep viewers locked onto their sites, RMU shows...

**4/3,K/3 (Item 3 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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01435669 00-86656

**Taking advantage of new technology**

Brinkmann, Lisa

American Agent & Broker v69n6 PP: 50-52 Jun 1997

ISSN: 0002-7200 JRNL CODE: AGB

WORD COUNT: 1211

...TEXT: examined the actual work flows generated by each team and used the system to design **templates** and documents to assist them in their tasks.

These **templates** create a user-friendly environment in which we can produce standardized letters, proposals and otherjust launched our own site

on the World Wide **Web** . We are currently posting our newsletters, glossaries of definitions regarding insurance and benefit terms, and...

...our teams. While the current information is somewhat static in nature,

we plan to incorporate **interactive** services into our home page. We envision our **Web** site as an **interactive** extension of our **risk - management** and insurance services, instead of being just an unchanged marketing tool.

We at Woodruff-Sawyer...

4/3,K/4 (Item 4 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01267797 99-17193  
**Technology rules**  
Roycroft, David  
Restaurant Hospitality v80n7 PP: 74-78 Jul 1996  
ISSN: 0147-9989 JRNL CODE: RHP  
WORD COUNT: 1895

...TEXT: credit card authorization, instant graphical reporting of sales and other frequently monitored statistics, and standard **templates** for a variety of reports.

"There's no question that all of the major players...I can change my site once a month for no fee."

Industry experts expect the **Internet** to become a source of training information. Already Guestware, a Cupertino, Calif. software concern, has  
...

...Culinary Institute of America in Hyde Park, N.Y., and Penn State University to produce **interactive risk management** training that runs on Windows-based PCs with sound cards. The first program: food safety...

4/3,K/5 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

09188101 Supplier Number: 60139080 (USE FORMAT 7 FOR FULLTEXT)  
**Hot sites. (Brief Article)**  
Turcsik, Richard; Summerour, Jenny  
Progressive Grocer, v79, n3, p10  
March, 2000  
Language: English Record Type: Fulltext  
Article Type: Brief Article  
Document Type: Magazine/Journal; Trade  
Word Count: 294

... to ordering grocery and perishables from various distributors, including small specialy operators with little more **Internet** access



than  
a PC and phone line connection. The site can be used to organize  
**templates**  
and purchasing around specific needs and buying patterns and regularly  
send orders to the various distributors. Online budget **management** is  
also  
available to chain restaurant operators on a monthly basis. Shallots  
are  
naturally high...

...some of the fun facts that can be learned at [www.princede-bretagne.com](http://www.princede-bretagne.com),  
the **Web** site of Prince de Bretagne, the marketing association for  
shallots from the Brittany region of France. By clicking on the Union  
Jack,  
the site is translated into English. A free **interactive** food safety  
**audit** is available on [www.hobartcorp.com](http://www.hobartcorp.com), the home site for Hobart,  
Troy,  
Ohio, supplier of food retail and foodservice equipment. The **audit**  
goes  
through a series of questions, and then provides a score and comparison  
with other participants' scores. Hobart recommends that visitors take  
the  
self- **audit** in one category monthly. The categories, which mirror the  
HACCP critical control point areas, include...

4/3,K/6 (Item 2 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07255817 Supplier Number: 61649975 (USE FORMAT 7 FOR FULLTEXT)  
**eHealthcareWorld 2000 Exhibitor Profiles I to P: Conference and  
Exposition**

**to be Held May 1-3 in Las Vegas.**  
Business Wire, p1793  
April 25, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 2820

... [www.mayohealth.org](http://www.mayohealth.org) /  
<http://www.mayohealthquest.org>  
Mayo Clinic will enhance its current health information **Web**  
sites  
with the creation of a new **interactive** health education destination  
for  
employers and the general public. New features include health **risk**  
assessments, disease **management** centers, personalized health  
**templates** ,  
health news, and moderated chats with Mayo Clinic experts. The new **Web**  
site will increase Mayo's ability to meet a growing demand for  
**interactive**  
educational resources from Mayo Clinic.  
Company: medibuy.com Booth: 213 Contact: [info@medibuy.com](mailto:info@medibuy.com)  
Phone...

4/3,K/7 (Item 3 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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05576566 Supplier Number: 48443915 (USE FORMAT 7 FOR FULLTEXT)  
**Aon Group Announces Availability of AonLine Version 2.0, Enabling More Proactive Approach to Risk Management.**

Business Wire, p4271097  
April 27, 1998  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 266

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:  
...0 of its industry-leading Extranet service, AonLine, the innovative,  
cost-effective network of electronic risk management tools and  
services. Version 2.0 includes many new interactive and analytical  
tools,  
further establishing AonLine's position as the most valuable Internet  
-based service for risk managers.  
... of potentially catastrophic political, economic or weather  
activities.  
- A substantial library of common forms and templates , including  
a  
full arr regulatory database covering more than 160 countries.  
"Risk managers and other...

4/3,K/8 (Item 1 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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11253200 SUPPLIER NUMBER: 55398601 (USE FORMAT 7 OR 9 FOR FULL  
TEXT)  
**Products & Services.(News Briefs)**  
Health Management Technology, 20, 7, 54  
August, 1999  
ISSN: 1074-4770 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 2218 LINE COUNT: 00196

... a second, the HandPunch verifies an employee's hand (measuring  
only  
hand dimensions) against a **template** (consisting of more than 90  
characteristics) it has stored. The registration of the hand  
as...provider  
information. Simple, Member-focused, Accurate, Relevant and Timely,  
this  
directory delivers directory information via **Internet / intranet ,**  
**interactive** voice response (IVR), fax and mail and has several key  
components. ProviderLookup Online allows access to current network  
provider  
information from an **Internet or intranet** site, 24/7. Directories  
Online  
gives employers, brokers and sales staff the ability to publish...

...Library, has more than 8,000 health and wellness articles,  
prescription  
drug information and an **interactive health risk assessment** tool.  
Directories IVR provides access to personalized provider information  
via an

**interactive** voice response (IVR) system. Directories By Mail can  
proactively communicate network information.

--GeoAccess

For more...

**4/3,K/9 (Item 2 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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08902378 SUPPLIER NUMBER: 18598310

**Technology rules: gadgetry's hold on foodservice companies is all but  
complete.**

Roycroft, David

Restaurant Hospitality, v80, n7, p74(3)

July, 1996

ISSN: 0147-9989

LANGUAGE: English

RECORD TYPE: Fulltext;

Abstract

WORD COUNT: 2050 LINE COUNT: 00167

... credit card authorization, instant graphical reporting of sales  
and  
other frequently monitored statistics, and standard **templates** for a  
variety of reports.

"There's no question that all of the major players...I can change  
my  
site once a month for no fee."

Industry experts expect the **Internet** to become a source of  
training  
information. Already Guestware, a Cupertino, Calif. software concern,  
has  
...

...Culinary Institute of America in Hyde Park, N.Y., and Penn State  
University to produce **interactive risk management** training that  
runs  
on Windows-based PCs with sound cards. The first program: food  
safety...

**4/3,K/10 (Item 1 from file: 275)**

DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2006 The Gale Group. All rts. reserv.

02302023 SUPPLIER NUMBER: 54783384 (USE FORMAT 7 OR 9 FOR FULL  
TEXT)

**Turn Business Information Into Strategic Assets. (Industry Trend or  
Event)**

Wang, Stan; Dille, Steven

e-Business Advisor, 17, 6, 26

June, 1999

LANGUAGE: English      RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 2335      LINE COUNT: 00206

... broadcast to users via e-mail or other mechanisms. Key performance indicators with customizable business **templates** should also be available to let senior management manage the business consistently.

Adaptable  
EIPs must...

...provide centralized security and control for users, combined with the flexibility and ubiquity of the **Internet**. To offer this, the architecture must support server-based publishing and data access to minimize...

...of report and content objects. The server must support threading, persistent connections, and user session **management** to enable **interactive**, high performance information analysis. A single centralized database repository will provide an effective means of managing metadata, user security profiles, and indexing and searching the available corporate data assets. **Audit** trails are required for security and usage billing.

Implement a portal solution  
Merrill Lynch predicts...

**4/3,K/11** (Item 1 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2006 Dialog. All rts. reserv.

03105821

**Hyperion Solutions Ships Hyperion Web Gateway 2.0**

BUSINESS WIRE

October 14, 1998

JOURNAL CODE: WBWE      LANGUAGE: English      RECORD TYPE: FULLTEXT  
WORD COUNT: 1220

... Oct. 14, 1998-- Multimedia Support and End User Collaboration Features Extend Leading Platform for Deploying **Web** -Based Analytic Applications Across the Enterprise Hyperion Solutions Corp. (Nasdaq:HYSL), a leading provider of...

... application software for reporting, analysis, modeling and planning, today announced the immediate availability of Hyperion **Web** Gateway 2.0, an enterprise platform for deploying **Web** -based analytic applications. A live, on-line demonstration of real-world analytic applications built

with  
Hyperion Essbase OLAP Server and Hyperion **Web** Gateway is now  
available on  
the **Internet** at <http://www.hyperion.com>. Hyperion **Web** Gateway,  
named  
one of the "BestSoftware Products of 1997" by Global Finance  
Magazine,  
enables sophisticated **management** reporting, ad-hoc  
multidimensional  
analysis, and rapid development of **Web** -based analytic  
applications  
including read-write applications such as planning, budgeting  
and  
forecasting. Hyperion **Web** Gateway delivers high-speed,  
**interactive** ,  
multi-user read and write access to Hyperion Essbase OLAP  
(online  
analytical processing) Server over corporate intranets, extranets or  
the  
**Internet** . Hyperion **Web** Gateway 2.0 delivers enhanced  
multimedia  
support, increased end-user collaboration, sophisticated analyses,  
advanced  
OLAP...

... extended formatting and enhanced reporting flexibility. When  
combined  
with Hyperion Essbase OLAP Server 5, Hyperion **Web** Gateway provides a  
high  
performance, scalable, secure, and open solution that enables  
companies to  
deliver...

... the enterprise. "With more than 800 server licenses and  
tens of  
thousands of users, Hyperion **Web** Gateway is a widely used and  
successful  
platform for extending the power of Hyperion Essbase OLAP Server over  
the  
World Wide **Web** ," said Daniel Druker, vice president of Product  
Marketing  
for Hyperion Solutions. "Hyperion **Web** Gateway and Hyperion Essbase  
have  
enabled our customers and partners to build a wide range of  
analytic  
applications including enterprise **management** reporting, budgeting,  
sales  
forecasting, and performance measurement at a very low cost, enabling  
all  
employees...

... Digital, Mortgage Guaranty Insurance Company (MGIC), Navigator  
Systems,  
Painted Word and Xerox have deployed Hyperion **Web** Gateway for a  
wide  
range of analytic applications, such as budgeting, forecasting,  
sales  
analysis and **risk** analysis. Bell Canada's **Web** -enabled data

warehouse,  
which leverages both Hyperion Essbase and Hyperion **Web** Gateway,  
earned  
recognition as a finalist in The Data Warehousing Institute's  
Best  
Practices in...

... of the leading providers of private mortgage insurance coverage in  
the  
United States, uses Hyperion **Web** Gateway and Hyperion Essbase within  
its  
enterprise data warehousing architecture. According to Libby  
Butler,  
manager, enterprise system architecture at Mortgage Guaranty  
Insurance  
Company, "MGIC uses Hyperion **Web** Gateway as an information  
delivery  
platform for ad-hoc analysis within our enterprise data warehouse.  
"Using  
Hyperion **Web** Gateway, our managers and decision makers around the  
country  
gain real-time answers to critical business questions over our  
corporate  
**intranet** . "With rich formatting options and parameter-driven  
reporting  
capabilities, Hyperion **Web** Gateway has significantly enhanced  
our  
analysis of key business indicators, like sales volume,  
customer  
performance and profitability, regional and geographic analysis and  
market  
share statistics." "Using the reporting **templates** included in  
Hyperion  
**Web** Gateway 2.0, we had our first applications up and running in  
about an  
hour...

...is exciting when you can make the power of Hyperion Essbase  
available to  
a large, **Web** -based audience with minimal effort and  
administration. We  
were particularly impressed with the support for...

... multimedia objects as well as automatically drill between  
related  
analytic applications. "In this age of **Web** deployment, Hyperion  
**Web**  
Gateway gives IT managers a strategic tool for  
delivering  
zero-administration Hyperion Essbase applications." "Hyperion **Web**  
Gateway  
offers organizations an ideal platform for developing and  
deploying  
analytic applications over the **Web** ," said Bob Moran, director,  
Decision  
Support Research at Aberdeen Group. "By allowing users to leverage...

... navigation and analysis capabilities and automatically create a shared catalog of server-based reports, Hyperion **Web** Gateway 2.0 offers organizations a comprehensive solution that addresses a broad range of their enterprise analysis requirements." New Features in Hyperion **Web** Gateway 2.0: Multimedia Support -- Users can attach any number of multimedia objects, such as documents, images, video, or spreadsheets, to any data cell in Hyperion Essbase. Hyperion **Web** Gateway users can drill down on a cell to view the multimedia information using standard **Web** browsers. This enables users across the enterprise to share information, and to enrich their analyses...

... drop in financial performance is related to marketing or sales activities. Advanced OLAP Navigation -- Hyperion **Web** Gateway delivers excellent performance over slow networks such as modem connections, by allowing users to create report formats before retrieving data. Platforms and Pricing Hyperion **Web** Gateway 2.0 is immediately available on Microsoft Windows NT and Sun Solaris, supporting Hyperion...

... 2, Microsoft Windows NT, HP-UX, IBM AIX, Sun Solaris, and IBM AS/400. Hyperion **Web** Gateway 2.0 supports Microsoft, Netscape and Lotus Domino **Web** servers, and Netscape Navigator and Microsoft **Internet** Explorer **Web** browsers. Hyperion **Web** Gateway is priced at \$10,000 per Hyperion Essbase OLAP Server for an unlimited number of users. A live, on-line demonstration of Hyperion **Web** Gateway 2.0 is available on the **Internet** at <http://www.hyperion.com>. About Hyperion Solutions Hyperion Solutions Corp. (Nasdaq:HYSL), formed through...

4/3,K/12 (Item 2 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2006 Dialog. All rts. reserv.

03093465

**Centra Software Introduces Suite of Software Solutions to Address Booming Market for Technology-Enabled Collaborative Selling**

BUSINESS WIRE

October 13, 1998

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1390

ORLANDO and SAN FRANCISCO--(BUSINESS WIRE)--Oct. 13, 1998--  
Leader in

**Web** -Based Learning and Collaboration is First to Offer Complete  
Solutions  
and Key Partnerships Focused on Increasing Sales and  
Marketing  
Effectiveness Centra Software, the leader in **Web** -based  
collaborative  
learning systems is capturing the attention of large corporate  
customers  
and leading industry...

... specifically designed to increase sales effectiveness including  
Product  
Launch, Virtual Sales Team Support, Customer Relationship  
**Management**  
(CRM) and Enterprise Resource Planning (ERP) Application Training,  
and  
Channel Enablement. -- New corporate customers including...

... at enterprise scalability, manageability, extensibility, and  
ease of  
use. International Data Corporation (IDC) sizes the **Intranet**  
and

**Internet** Training market at \$400M in 1998, a rapidly expanding  
market  
with an annual growth rate of over 120%. Early last year, Centra was  
first  
to market with a live, **Web** -based training and collaboration system  
and  
quickly established a market-leading position with over 100...

... and methodology for helping people build skills and relationships  
for  
increasing sales effectiveness over the **Internet** . Centra and its  
business  
solutions partners are offering these solutions because of  
customer  
requirements to...

... industry leaders. These solutions focus on the proven,  
high  
Return-on-Investment uses of live **Web** -based training and  
collaboration,  
and enable customers to quickly deploy these solutions with high  
confidence  
and low **risk** . "Salespeople today find themselves facing  
increasing  
product complexity, higher customer expectations and stiffer  
competition.  
To...



...Technology Group. "Sales communications systems like SYMPOSIUM provide a unique extension to traditional Customer Relationship **Management** programs, helping sales forces re-invent the way they work with others through virtual group...  
... the enterprise, SYMPOSIUM lets globally dispersed participants talk and interact with each other through integrated **Web** -based audio conferencing, shared applications and dynamic content over a single network connection with bandwidth...

... and customers. We were first to market with a total enterprise learning system for the **Web** , and now we're first to address the demand for increasing sales and marketing effectiveness...

... applications that keep an organization competent, connected and productive. Each solution includes software, custom application **templates** , best practices, rapid implementation methodology, and a customer education series. SYMPOSIUM solutions include: SYMPOSIUM Product...

... update raining -- Live access to software application experts and resources SYMPOSIUM Virtual Sales Team Solution -- **Interactive** , online sales meetings and briefings -- Forecasting, budgeting, planning, decision-making and problem-solving -- Skills coaching...

...enterprise rollout of SalesTrak(TM) 7.0 product upgrade, a comprehensive opportunity, account, and contact **management** system from Aurum Software. Armstrong is a recognized leader in applying sales force automation and...

... Division of Armstrong World Industries, "SYMPOSIUM is a unique solution that lets us leverage the **Internet** to manage our sales and marketing processes. The ability to train employees, regardless of their... requirements for synchronous and asynchronous, global assimilation programs." SYMPOSIUM 2.6 Sets New Standard for **Web** -Based Collaboration  
SYMPOSIUM 2.6 offers significant new features and improvements in scalability, manageability, extensibility...

4/3,K/13 (Item 3 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
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02903168

**iTool Reveals a Powerful Next Generation Platform for Web Development and**

**Hosting**

PR NEWSWIRE

September 23, 1998

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 683

Create Websites with Advanced **Internet** Business Solutions Directly

From the Browser SCOTTSDALE, Ariz., Sept. 23 /PRNewswire/ -- iTOOL

Technologies has introduced...

... multi-faceted product that brings to one location all the tools

necessary to build sophisticated **web** solutions and advanced **Internet**

business applications. iTOOL (<http://www.itool.com>) allows professional developers access to rapid application development...

... and SQL database server so that companies can deploy mission critical

database applications to the **web**. Also included are automated, turn-key

business applications such as the iTOOL commerce system that features real

time credit card transactions, back office catalog **management** and

fulfillment tools. The speed, performance, ease of use, rich variety of

tools, and affordable cost of iTOOL takes the traditional concept of **web**

hosting and development far beyond what the market currently has to offer.

A distinctive aspect of iTOOL is that in addition to providing standard

**web** development resources like FrontPage support and FTP, it provides

user friendly site creation and **management** tools right in the browser.

Sites built with the iTOOL **templates** can be easily managed and updated by

anyone from anywhere with a **web** browser, a connection to the **Internet**

and the proper security access codes. With iTOOL the **web** is the

software. "We are the next generation in **web** development," says Jason

Barney, Chief Technology Officer of iTOOL Technologies. Mr. Barney adds

"To  
survive...

... need more than HTML and animated GIFS to be a high demand developer.  
iTOOL empowers **web** professionals with sophisticated applications that can solve serious business problems." This high end hosting and **web** development tool is a total business solution that gives the iTOOL developer powerful **web** development resources including: \* Turn-Key Commerce \* SQL Database With Browser Interface \* Cold Fusion \* Active Server Pages \* RealAudio Server \* Control Panel Access to email, database, DNS and **Interactive** Statistics \* SSL and FrontPage Support \* Extensive On-help Systems and Resource Guides Many businesses today need advanced e-commerce capabilities connected with their **web** site. iTOOL has all of the necessary features including safe credit card encryption using Secure  
...

... success of its users. Informative online help-systems and resource guides answer questions from basic **web** terminology and development to advanced **web** business strategies. Qualified Business Leads... iTOOL is also committed to the success of **web** developers and is providing a **web** developer network to assist professionals in reaching new clients. With a quickly growing customer base...

... in need of professional development, consulting, or marketing services, iTOOL provides qualified business leads to **web** developers at <http://developer.itool.com>. "iTool provides simple solutions to complex

**Internet** applications, which allows our company to concentrate on what we do best, designing and developing **web** content," comments Kirk Kimerer, President, AZ Wired. "We are giving our customers all of the development tools necessary to create any type of **website** from a simple information site, to a turn-key e-commerce solution, to an automated...

... Technologies. Mr. Barney adds that "We have designed iTOOL to meet the

needs of experienced **web** site developers by providing the tools necessary to build sophisticated systems in a cost effective manner. Using applications like Cold Fusion and SQL Server database, **web** professionals can take their clients **web** presence far beyond the simple online brochure to the next level of advanced **Internet** business solution." iTOOL's prices range from \$24.95/month for a standard site, to...

... or e-commerce site, to \$99.95 for a more comprehensive enterprise site.

The no- **risk** , no-obligation, 30-Day free trial offer makes it possible to test drive iTOOL free of charge. iTOOL was developed by APPS Software, a custom software development firm focused on **Internet** software applications. For more information see <http://www.itool.com>.  
Company  
Contact Information: Jason Barney...

4/3,K/14 (Item 1 from file: 610)  
DIALOG(R)File 610:Business Wire  
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00227095 20000317077B5212 (USE FORMAT 7 FOR FULLTEXT)  
**Academic Systems to Develop New All-In-One Platform for High-Quality, Multimedia Web Course Creation**  
Business Wire  
Friday, March 17, 2000 15:16 EST  
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 1,169

...html programming. Second-generation tools made it easy to get text-based content online using **templates** . The new, third-generation ActiveContent Course Builder lets classroom instructors without Web programming skills quickly...

...higher education faculty and students since it was founded in 1992. Its first products were **interactive** , multimedia instructional programs that offer an enhanced learning environment in mathematics and writing for college students in developmental and entry-level courses. Created in concert with educators, Academic Systems' **Interactive** Mathematics and **Interactive** English programs have demonstrated increases in learning and achievement. Academic Systems' networked courses are offered at more than 250 college campuses in 36 states.

For more information, visit the **Web** site at [www.academic.com](http://www.academic.com). For more information call 800/694-6850. Statements in this...

...21E of the Securities Exchange Act of 1934. These statements involve a high degree of **risk** and uncertainty, are predictions only and actual events or results may differ materially from those...s expenses and operating results, market acceptance of the Company's curriculum-based software and **Internet** products, **management** of growth, risks associated with expanding the Company's **Internet** business, changes in funding for public schools, technological advances and risks related thereto, and risks...

...with the Company's rapid growth. These factors and others are more fully described under "**Risk** Factors" in the Final Prospectus included in The Lightspan Partnership's Registration Statement on Form...

**4/3,K/15 (Item 1 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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03848029 Supplier Number: 48367346 (USE FORMAT 7 FOR FULLTEXT)  
**IBM: IBM partners Misys in first comparative online insurance service**  
M2 Presswire, pN/A  
March 20, 1998  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 1062

... to live trials and involved linking disparate systems and applications.

Colin Jones, director of Misys **Interactive** Trading, said: "To us, the concept of e-business is about developing an intuitive service...

...us maintain competitive advantage. Given that there were so many unknowns in setting up an **Internet** service, we decided that it would be most cost-effective to look for someone with...

...experience and infrastructure to construct the Screentrade system.

By outsourcing the application development and facilities **management**, we were able to minimise **risk** and costs and therefore, potentially, to lower insurance premiums."

IBM Global Services won the outsourcing...

...centre data, in order that usage patterns can be identified by user demographics and profile.

-- **Template** management, which enables the Web application to construct pseudo-HTML pages containing user and system application data.

Changes can therefore be effected simply by altering the **template** , rather

than the actual Web page, database and Web application.

-- Provision and integration of helpdesk...

4/3,K/16 (Item 1 from file: 813)

DIALOG(R) File 813:PR Newswire

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1123699

LAM053

**GlobalCenter Introduces PrimeWeb Tiered Web Service for Professionals and**

**Businesses**

DATE: July 14, 1997

07:50 EDT

WORD COUNT: 650

... require no MIS resources or upfront capital expenditures, PrimeWeb

provides step-by-step tutorials and **templates** for simple Web publishing.

In addition, the service supports all of the popular site development...

...basis everyday.

About Global Center, Inc.

Sunnyvale, California-based GlobalCenter develops easy plug and start

**Internet** solutions for professionals and businesses. GlobalCenter goes beyond the basics of **Internet** access to give business owners professional-quality scaleable services without the **risk** of solution obsolescence. Revolutionizing the way businesses communicate, GlobalCenter provides intuitive **management** software, **Web** , and access solutions that

require no MIS resources or upfront capital expenditures. For companies

that view the **Internet** as a strategic channel, GlobalCenter's provides

top-performance digital distribution solutions. Currently, GlobalCenter is

the content manager of choice for Netscape, Yahoo!, Quote.com, Playboy,

Time Warner, Cox **Interactive** , Pacific Bell hand and more.

GlobalCenter

became an independent company in February, 1996. Additional information...

?

05576566/9

DIALOG(R)File 16:Gale Group PROMT(R)  
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05576566 Supplier Number: 48443915 (THIS IS THE FULLTEXT)  
**Aon Group Announces Availability of AonLine Version 2.0, Enabling More  
Proactive Approach to Risk Management.**

Business Wire, p4271097

April 27, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 266

TEXT:

NEW YORK--(BUSINESS WIRE)--April 27, 1998--Aon Group, Inc. announced today the availability of Version 2.0 of its industry-leading Extranet service, AonLine, the innovative, cost-effective network of electronic risk management tools and services. Version 2.0 includes many new interactive and analytical tools, further establishing AonLine's position as the most valuable Internet-based service for risk managers.

Many exposures, bonds, claims, certificates of insurers of potentially catastrophic political, economic or weather activities.

- A substantial library of common forms and templates, including a full array regulatory database covering more than 160 countries.

"Risk managers and other financial executives using AonLine Version 2.0 will find many ways to save precious time, resources and expense," says Mia Shernoff, managing director have made AonLine Version 2.0 more flexible anment is "cascading security," which enables risk managers to control access to proprietary or other confidential areas of their AonLine sites.

Among AonLine's active subscribers is CSX Corporation, the large international transportation company, which uses AonLine to quickly access the company's current risk data, as well as look up vital regulatory information.

"Our risk management operations are spread among a number of locations," says Walter Tyler, manager of risk management, who is based in Jacksonville, Florida, for CSX Corporation. "AonLine allows CSX's risk management professionals to instantly access the same, up-to-date data, no matter where they are located. AonLine saves us time, and gives us valuable information electronically that we can't get anywhere else."

AonLine will be featured at the Aon booth (no. 1535) at the Risk and Insurance MaAon Corporation, an insurance services holding canges.

CONTACT: [Pewww.businesswire.com](http://Pewww.businesswire.com)

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PUBLISHER NAME: Business Wire

COMPANY NAMES: \*Aon Group Inc.

EVENT NAMES: \*336 (Product introduction)

GEOGRAPHIC NAMES: \*1USA (United States)

PRODUCT NAMES: \*7372461 (Banking, Finance & Investment Software)

INDUSTRY NAMES: BUS (Business, General); BUSN (Any type of business)

NAICS CODES: 51121 (Software Publishers)

SPECIAL FEATURES: COMPANY

? t 09188101/full

09188101/9

DIALOG(R)File 16:Gale Group PROMT(R)  
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09188101 Supplier Number: 60139080 (THIS IS THE FULLTEXT)

**Hot sites. (Brief Article)**

Turcsik, Richard; Summerour, Jenny

Progressive Grocer, v79, n3, p10

March, 2000

ISSN: 0033-0787

Language: English Record Type: Fulltext

Article Type: Brief Article

Document Type: Magazine/Journal; Trade

Word Count: 294

**TEXT:**

Everything you always wanted to know about Maine lobsters can be found at [www.maine lobsterpromo.com](http://www.maine lobsterpromo.com), the recently updated Web site run by the Maine Lobster Promotion Council. The site features an Events Calendar link that

offers promotional ideas that go with lobster, such as National Soup Month,

along with recipes, serving suggestions and other tidbits.

Foodservice and restaurant operators can use [www.instill.com](http://www.instill.com) as their portal to ordering grocery and perishables from various distributors,

including small specialty operators with little more Internet access than a

PC and phone line connection. The site can be used to organize templates

and purchasing around specific needs and buying patterns and regularly send

orders to the various distributors. Online budget management is also available to chain restaurant operators on a monthly basis. Shallots are naturally high in vitamins A, B, C and E, and contain sulfur compounds that may help improve blood circulation. These are some of the fun facts that

can be learned at [www.princede-bretagne.com](http://www.princede-bretagne.com), the Web site of Prince de Bretagne, the marketing association for shallots from the Brittany region

of France. By clicking on the Union Jack, the site is translated into English. A free interactive food safety audit is available on

[www.hobartcorp.com](http://www.hobartcorp.com), the home site for Hobart, Troy, Ohio, supplier of food

retail and foodservice equipment. The audit goes through a series of questions, and then provides a score and comparison with other participants' scores. Hobart recommends that visitors take the self-audit

in one category monthly. The categories, which mirror the HACCP critical

control point areas, include: clean-up, reheating, purchasing, preparation

, hot holding, cooking, chilling, and cold and dry storage.

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01267797/9

DIALOG(R)File 15:ABI/Inform(R)

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01267797 99-17193

**Technology rules**

Roycroft, David

Restaurant Hospitality v80n7 PP: 74-78 Jul 1996 CODEN: RHOSDP  
ISSN:

0147-9989 JRNL CODE: RHP

DOC TYPE: Journal article LANGUAGE: English LENGTH: 3 Pages

WORD COUNT: 1895

COMPANY NAMES:

Sodexo Management Services

GEOGRAPHIC NAMES: US

DESCRIPTORS: Restaurants; Information systems; Software; Systems  
integration

CLASSIFICATION CODES: 8380 (CN=Hotels & restaurants); 5240 (CN=Software  
&  
systems); 9190 (CN=United States)

ABSTRACT: Creatively applied, computer-based systems save time and money for numerous restaurant operators and vendors. In a typical chain restaurant, the management information system includes point-of-sale and back office systems. Along with "open systems," the latest buzzwords include "seamless" and "integration," which generally means that the software interfaces with other packages. Micros Systems of Beltsville, Maryland, for example, recently introduced MICROS 3700, a system that combines POS and back office capabilities.

TEXT: LEADING FOODSERVICE COMPANIES--COMMERCIAL and non-commercial alike--embrace technology with fervor. For good reason. Creatively applied, computer-based systems save time and money, as I discovered after interviewing numerous operators and vendors.

In a typical chain restaurant, the management information system includes point-of-sale and back office systems. POS systems perform such functions as guest check control, communication between servers and the kitchen and sales data tabulation. Back-office systems provide the food cost analysis, labor scheduling, and financial and inventory controls required at the store level.

"It all starts at the POS level," says Billy Klearman, management information system manager for St. Louis Bread Company, a bakery/cafe concept based in Clayton, Mo., and a subsidiary of Boston-based Au Bon Pain. "That's the first place everyone is looking to implement technology.

To have the right technology in the back of the house and to have the

right  
technology at [headquarters], you have to have the right POS solution." Like the rest of the computer industry, providers of these systems are making their products easier to use. Along with "open systems," their latest buzzwords are "seamlessness," and "integration," which generally means their software interfaces with just about anyone else's.

Micros Systems of Beltsville, Md., for example, recently introduced MICROS 3700, a system that combines POS and back office capabilities. And Remacs, a Pleasanton, Calif., software maker, announced a strategic partnership with Ibertech in Hurst, Texas, to mate its back office applications to Ibertech's Aloha POS system. Micros and Remacs also provide software that will consolidate and centralize information at the corporate level through their Restaurant Enterprise Series and Corporate Office System.

These integrated systems will operate on off-the-shelf, industry-standard desktop PCs or on the suppliers' own PCs, which usually include workstations specially designed for restaurants. Among other advantages, they make it easier to make menu and price changes, nationally or regionally, on a given date and at a given time, and even from a remote location. Some systems provide credit card authorization, instant graphical reporting of sales and other frequently monitored statistics, and standard templates for a variety of reports. "There's no question that all of the major players in the quick service retail industry are adopting technology integration plans," Klearman says. "There are very few large players without an information infrastructure."

Saint Louis Bread's DOS-based integrated information management system includes a proprietary back office system mated to Remacs inventory and menu manager modules. "We bought the modules, had some custom modifications done, and integrated them into our system," Klearman explains. "We chose Remacs because they have done an excellent job of thinking about the larger companies and their integration points. They made their software open so I could integrate it. On top of that, they were very easy to work with on customization."

The prices of off-the-shelf software are coming down, but costs add up when you pay a licensing fee every time you open another site. The big players have more leverage with vendors, and operating a large number of units can make development of a proprietary system cost effective. "Sometimes

it's  
actually cheaper to customize," Klearman said, "and you get the  
specific  
business solution you need."

Nevertheless, off-the-shelf solutions are the right choice for many  
operators. "There are a lot of great off-the-shelf solutions, no  
question,"

Klearman says. "I've talked to other companies that are using complete  
off-the-shelf solutions with no customization. The decision has much to  
do  
with your overall business strategy and with the business needs in your  
particular industry niche."

At 500 of its 1,500 U.S. foodservice accounts, Sodexho, a contract-  
feeding  
company headquartered in Waltham, Mass., has installed PCs that run a  
full  
sweep of cost control modules, including accounts payable, accounts  
receivable, purchasing, and payroll, according to Jack Vinchesi, vice  
president and chief information officer. "We developed the cost control  
module internally," Vinchesi said. "We would love to have bought  
something,  
but we don't need a full accounting package at every location."

Sodexho also uses a diet office system from Cbord, an Ithaca, N.Y.,  
software company, at its larger hospital accounts; it uses a menu  
management system at its larger business and industry, education, and  
healthcare accounts. The diet office system creates personalized menus  
for  
patients based on dietary restrictions. The menu management system,  
which  
forecasts production and controls purchasing, computes the cost to  
produce  
a meal and compares theoretical against actual preparation. "This  
comparison is really important," Vinchesi said. "It allows us to save  
significant dollars on our food costs in our larger operations."  
It is also important to maintain strict standards. Managers, for  
instance,  
are not permitted to doll up their systems without Vinchesi's approval.  
"This allows us to support our managers centrally with a support staff  
that  
knows the hardware and software. He also believes in buying, not  
building  
software. "We're a foodservice company, not a software company. I find  
that  
if your vendor is willing to be a strategic partner, buying will end up  
costing you less in the long run because you can negotiate on extremely  
high volumes."

Computer technology is having a useful impact on personnel departments.  
Take Bethesda, Md.-based Marriott International, which uses Selectech,  
a  
service of Employers Resource Corporation in Norwalk, Conn. Selectech  
screens job applicants and schedules qualified candidates for personal  
interviews via an automated phone call. "With Selectech we have been  
able

to maximize the number of qualified applicants we see while minimizing our costs," says Jennifer Stark, a manager of employment services in Marriott's lodging division. "Recruiters and applicants like the system because it permits both to make better use of their time."

Sodexho is running a pilot electronic ordering system in 10 of its locations with plans to put it in all 1,500 locations over the next three years. "The system saves a tremendous amount of time at the location," Vinchesi says, "which allows our managers to spend more time on the operation instead of doing administration." Sodexho is also rolling out a unit-based recipe management system in conjunction with the electronic ordering system. It will allow managers to do nutritional analysis, create menus, and cost out recipes and menus, he says. Bottom line: "We expect it to help us reduce our food costs at every location," Vinchesi declares.

Everyone in the industry is talking about electronic data interchange (EDI) capability, but so far not many foodservice companies have acquired it. Some information management system suppliers offer EDI. Saint Louis Bread Company, for instance has availed itself of this technology through Remacs.

Software developers such as Vianet, Inc. in Concord, Mass., and Instill Corp. in Palo Alto, Calif., are offering a service that allows operators and distributors to communicate with each other electronically, whether they have EDI capability or not. These direct-order entry systems also permit independent and small chains to order from all of their distributors, and not just broadliners.

Direct order entry saves operators time and distributors money. Operators send their purchase orders electronically to the service provider's server and receive a confirmation that the purchase order has been received. The service provider, in turn, routes the purchase orders to the appropriate distributors.

Another benefit to operators is the ability to receive electronic invoices and send electronic payments. Operators can also receive consolidated monthly reports showing how much product by category they purchased in total. There is a nominal, one-time cost for the software. Distributors are also charged a monthly service fee. In some cases, distributors pass some of the cost on to the operators. For high volume accounts, distributors may

pick up the entire cost. The systems include interfaces with POS and accounting systems, which then automatically updates recipe costing and other modules. If they use Windows, operators can export POS and accounting information without having to create a text file.

Food manufacturers have begun advertising on these systems, which may lower costs to operators. When customers log on, they see the manufacturer's ad and an electronic coupon. If a customer clicks on the ad, the manufacturer knows immediately that the customer chose at least to view it.

Marriott Corporate Services is introducing a World Wide Web menu-scanning service for Hewlett Packard's Customer Response Center in Mountainview, Calif. It serves 1,200 employees and is expected to attract 500 "hits" a week. "We are creating a three-page Web site where, among other things, customers can read detailed descriptions of weekly cafeteria offerings and enter comments on a field linked to my e-mail address," says Doug McCulloh, general manager of Marriott Management Services. Employees will also be able to access his catering menus and retail food shop selections with a direct fax-linked order form and a customer feedback line.

Steven Yenco, a hospitality consultant in Madison, Conn., advises operators to have a presence on the Web but only as part of an overall marketing strategy. He cites a restaurateur near a college who put his menu on his Web site but still had to use a flyer to let students know he was taking orders by e-mail. Yenco created a Web site cheaply. "My Internet service provider charges me \$50 a month," he explains. "For that, I get five megabytes of space and I can change my site once a month for no fee."

Industry experts expect the Internet to become a source of training information. Already Guestware, a Cupertino, Calif. software concern, has joined with the Culinary Institute of America in Hyde Park, N.Y., and Penn State University to produce interactive risk management training that runs on Windows-based PCs with sound cards. The first program: food safety and sanitation. "Software doesn't drive hardware, hardware drives software," said David Goad, director of sales and marketing for Guestware. "You've got to start with the installed base."

One reason Guestware developed the training programs on diskette was to

be  
able to transfer it over the Internet. The company is building the  
Internet  
infrastructure now and expects to offer the training as an on-line  
support  
tool for culinary professionals.

A Windows-based PC complete with cd-rom drive and mpeg video might be a  
little pricey for most restaurant units, but not for venture  
capitalists.

Michael Atkinson, a San Francisco investment banker who specializes in  
chain restaurants, is using cd-rom technology to raise \$11 million in  
private equity for Club Kokomo. "It has always been my philosophy that  
if I  
can get in front of a qualified investor with an investment opportunity  
that is packaged properly, it can be sold," he says.

The cd-rom has an eight-item menu. By clicking on any one of the items,  
the  
investor can go to that part of the presentation. Viewers who go to the  
food section and click on the movie camera icon, will see entre items  
and  
hear Brad Ogden, chef-advisor, talking about food philosophy. Although  
the  
restaurant exists only in blueprints and concept drawings, another  
video  
portion shows the Beach Boys' Mike Love, creator of the concept, taking  
viewers on an imaginary tour. "The CD-ROM was not that expensive,"  
Atkinson  
says, "but it's not something you want to do for less than a \$5 million  
project."

With the CD-ROM, which was completed in early June, he plans to raise  
the  
\$11 million in less than the usual six months. If successful, he hopes  
offerings on CD-ROM will become the norm. No surprise. Atkinson's  
company,  
Balliwick's Interactive Financial Communications, has developed a  
proprietary software that allows the company to turn out the high-tech  
offerings in about 60 days.

Set	Items	Description
S1	136	AONLINE AND RISK
S2	101	AONLINE (S) RISK
S3	50	RD S2 (unique items)
S4	19	S3 AND INTERACTIVE
S5	16	S4 NOT PY>2000

? t s5/3,k/all

5/3,K/1 (Item 1 from file: 15)  
DIALOG(R) File 15:ABI/Inform(R)  
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01683012 03-34002  
Brokering cyberspace

Devlin, Dory  
Best's Review (Prop/Casualty) v99n3 PP: 99-101 Jul 1998  
ISSN: 0161-7745 JRNL CODE: BIP  
WORD COUNT: 1558

...TEXT: offered private sites where they can keep up-to-date track of their accounts. Through **AonLine**, Aon's clients can review customized service plans, current policy, claims, surety bond and other data.

**AonLine**

also offers access to Aon's proprietary research, analysis tools, links to the latest news in the insurance and **risk**-management industries, as well as business, technology and financial markets news. E-mail links to Aon professionals worldwide and online **risk**-management forums with other AonLine users also are available. J&H Marsh & McLennan's InMind Service...

...industry news, market intelligence, and insurance rules and regulations as set by individual states. The **interactive** service also offers hot links to other related web sites, including industry associations, organizations, industry publications, financial information and **risk** management resources. Clients can click on one area to get articles and news announcements from...

...available at their fingertips on the Web," says Ellen Walker, vice president and manager of **interactive** client services at J&H Marsh & McLennan.

Information Week magazine ranked J&H Marsh & McLennan...

**5/3,K/2 (Item 2 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01404717 00055704  
**'Aonline' offers Web services to RMs**  
Gjertsen, Lee Ann  
National Underwriter (Property & Casualty/Risk & Benefits Management)  
v101n15 PP: 45, 56 Apr 14, 1997  
ISSN: 1042-6841 JRNL CODE: NUN  
WORD COUNT: 849

ABSTRACT: At the **Risk** and Insurance Management Society's annual conference this week in Atlanta, Aon and its recent acquisition, Alexander & Alexander, will unveil a new service, **Aonline**. Aon's Worldwide Resources unit has developed individual Web sites for clients, customized with each...  
...TEXT: staffs to help bring insurance broking into the information age-will unveil a new service, "**Aonline**," at the **Risk** and Insurance Management Society's annual conference this week in Atlanta.

Mia Shernoff, a managing...

...clients to determine the feasibility of starting a captive by  
answering  
a list of questions.

#### Interactive Features

Aonline also has an interactive component that allows clients to  
send  
Email or attachments to their broker team, or post questions to  
discussion  
lists for fellow risk managers to answer. Users can also query Aon's  
research staff for technical information on...

...our first point of contact," he said, adding that Aonline is "a  
total  
real-time interactive tool for our clients to use."

"Aonline is one part of how we bring our...

**5/3,K/3 (Item 1 from file: 16)**

DIALOG(R) File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

07632304 Supplier Number: 63643728 (USE FORMAT 7 FOR FULLTEXT)

#### **2: Aon Corp. (Statistical Data Included)**

Roberts, Sally  
Business Insurance, v34, p22  
July 17, 2000  
Language: English Record Type: Fulltext  
Article Type: Statistical Data Included  
Document Type: Magazine/Journal; Trade  
Word Count: 2257

... won't, "I believe we're getting it right," he said.

One technology initiative is **AonLine**, its **risk** management extranet service geared to its middle-market, large and global accounts.

**AonLine** offers its roughly 600 subscriber clients access to their complete

**risk** and insurance portfolio information in addition to a variety of proprietary data and transactional services...other areas of the company,

Mr. O'Halleran said.

Also in 1999, Aon formed Aon **Interactive** Venture, charged, with coordinating all of Aon's e-business efforts on a global scale, Mr. O'Halleran said. Aon **Interactive** Ventures evaluates the cost and benefit of all internal and external proposals for e-commerce...

**5/3,K/4 (Item 2 from file: 16)**

DIALOG(R) File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.



06306123      Supplier Number: 54516616    (USE FORMAT 7 FOR FULLTEXT)  
**SHOW-AND-TELL TIME AT RIMS.**  
WOJCIK, JOANNE  
Business Insurance, p16(1)  
April 26, 1999  
Language: English      Record Type: Fulltext  
Document Type: Magazine/Journal; Tabloid; Trade  
Word Count:    830

...      conference earlier this month in Dallas.  
The Internet has become as valuable a tool for **risk** managers today as the telephone, said Mia A. Shernoff, managing director of **AonLine** , which demonstrated its upgrades at this year's RIMS exhibition.  
"We had started out with...

...advance warnings on developing natural perils and geopolitical activities worldwide, she said.  
Beginning this summer, **AonLine** also will enable **risk** managers to file online first reports of injury with workers compensation insurers.  
"Not all insurers...  
...runs on any personal computer with a CD-ROM drive, the user learns by doing **interactive** exercises that incorporate full-motion video and sound.  
Students are even assigned **interactive** "tutors" to help them learn faster and better navigate stumbling blocks to their learning, Mr...

5/3,K/5      (Item 3 from file: 16)  
DIALOG(R) File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

06087391      Supplier Number: 53612102    (USE FORMAT 7 FOR FULLTEXT)  
Risk & Insurance Names AonLine 'Extranet Tool of the Year'.  
Business Wire, p1290  
Jan 21, 1999  
Language: English      Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count:    354

Risk & Insurance Names AonLine 'Extranet Tool of the Year'.  
...      of Today's Marketplace  
In its annual roundup of the year's best products for Risk Managers, Risk & Insurance magazine named AonLine to its all-star roster of tools dubbed "Standouts for Solutions" for 1998.  
Citing AonLine as a source of "very useful information," Risk & Insurance praised the extranet for allowing "clients to access insurance policies, industry information, proprietary Aon...

...Widely regarded throughout the industry as the breakthrough tool that has set the standard for interactive risk management, AonLine 's

network of electronic services is designed specifically for **risk** managers and other financial executives who manage property and casualty **risk** for large to mid-size organizations.

"Companies like Aon continue to raise the performance bar for **risk** management and industry customer service due to a tight business focus combined with a tolerance...

...said Judy Johnson, insurance industry analyst for META Group in Princeton, N.J. "At present, **AonLine** remains the most ambitious offering of its kind within the industry."

Aon, a leading Chicago-based insurance brokerage, established **AonLine** as a subscription-based analytical and research tool for its high-end, **risk** management customers.

Mia Shernoff, managing director of **AonLine** , noted that "We are honored to be recognized for the contribution that **AonLine** continues to make to the field of **risk** management. From the beginning our mission was to generate significant competitive advantage for our **risk** manager clients through improved productivity and proactivity. We continue to strive to find ways to optimize the latest technology and help **risk** managers monitor and lower their companies' cost of **risk** ."

Aon Group is the global insurance brokerage and consulting arm of Aon Corporation, an insurance...

**5/3,K/6 (Item 4 from file: 16)**

DIALOG(R) File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

05889755 Supplier Number: 53083001 (USE FORMAT 7 FOR FULLTEXT)

**Aon Group Adds Online Claims Tracking Tool to AonLine.**

Business Wire, p1471

Oct 14, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 448

... Cargo Claims

Further establishing itself as the leader in delivering electronic transaction services that save **risk** managers time and money, Aon Group,

Inc. announced today that its industry-leading Extranet service, **AonLine**

(TM), will now offer Claims Net, a tool designed to enhance the Marine Cargo claims tracking process.

Claims Net is a fully **interactive** "groupware" service designed to offer immediate and lasting benefits to a wide range of claims...

...real-time data in a secure , easy-to-navigate environment."

Claims Net is available through **AonLine** , a suite of electronic tools for **risk** managers that offers immediate access to proprietary insurance data, collaborative tools and a wide range of analysis services, all designed to help quantify and control the cost of **risk** . For more information about **AonLine** , please visit our web site at <https://www.aonline-aon.com>.

Aon Group is the global insurance brokerage and consulting arm of Aon Corporation...

**5/3,K/7 (Item 5 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

05766266 Supplier Number: 50253632 (USE FORMAT 7 FOR FULLTEXT)  
**Aon Corp.**  
Roberts, Sally  
Business Insurance, p24  
July 20, 1998  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Tabloid; Trade  
Word Count: 2625

... types of applications and processes.'  
One of the initiatives helping Aon achieve this is its **AonLine** extranet service, which released its 2.0 version in April. An extension of the original...

...A, an Internet-based network created by A&A in 1996, the new and improved **interactive AonLine** system provides **risk** managers a wide range of information tools from a single electronic point of entry.  
In...

**5/3,K/8 (Item 6 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

05576566 Supplier Number: 48443915 (USE FORMAT 7 FOR FULLTEXT)  
**Aon Group Announces Availability of AonLine Version 2.0, Enabling More Proactive Approach to Risk Management.**  
Business Wire, p4271097  
April 27, 1998  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 266

(USE FORMAT 7 FOR FULLTEXT)  
**Aon Group Announces Availability of AonLine Version 2.0, Enabling More Proactive Approach to Risk Management.**  
TEXT:  
...Inc. announced today the availability of Version 2.0 of its

industry-leading Extranet service, **AonLine**, the innovative, cost-effective network of electronic **risk** management tools and services.

Version 2.0 includes many new **interactive** and analytical tools, further establishing **AonLine**'s position as the most valuable Internet-based service for **risk** managers.

... common forms and templates, including a full array regulatory database covering more than 160 countries.

"**Risk** managers and other financial executives using **AonLine** Version 2.0 will find many ways to save precious time, resources and expense," says Mia Shernoff, managing director have made **AonLine** Version

2.0 more flexible anment is "cascading security," which enables **risk** managers to control access to proprietary or other confidential areas of their **AonLine** sites.

Among **AonLine**'s active subscribers is CSX Corporation, the large international transportation company, which uses **AonLine** to quickly access the company's current **risk** data, as well as look up vital regulatory information.

"Our **risk** management operations are spread among a number of locations," says Walter Tyler, manager of **risk** management, who is based in Jacksonville, Florida, for CSX Corporation. "**AonLine** allows CSX's **risk** management professionals to instantly access the same, up-to-date data, no matter where they are located. **AonLine** saves us time, and gives us valuable information electronically that we can't get anywhere else."

**AonLine** will be featured at the Aon booth (no. 1535) at the **Risk** and Insurance MaAon Corporation, an insurance services holding canges.

CONTACT: [Pewwww.businesswire.com](http://www.businesswire.com)

5/3,K/9 (Item 1 from file: 148)

DIALOG(R) File 148:Gale Group Trade & Industry DB  
(c)2006 The Gale Group. All rts. reserv.

09833572 SUPPLIER NUMBER: 19330626 (USE FORMAT 7 OR 9 FOR FULL TEXT)

'Aonline' offers Web services to RMs. (Aon to unveil online service)

Gjertsen, Lee Ann

National Underwriter Property & Casualty-Risk & Benefits Management, v101,

n15, p45(2)

April 14, 1997

ISSN: 1042-6841 LANGUAGE: English RECORD TYPE: Fulltext;

Abstract

WORD COUNT: 912 LINE COUNT: 00076

ABSTRACT: Aon and Alexander & Alexander, recently acquired by Aon, will introduce the **Aonline** Web service at the **Risk** and Insurance Management

Society's 1997 conference, to be held in April. The service consists...  
...specific to each client, and each client control access to its site.  
Other features of **Aonline** are described.

... staffs to help bring insurance broking into the information  
age--will unveil a new service, "**Aonline**," at the **Risk** and  
Insurance

Management Society's annual conference this week in Atlanta.

Mia Shernoff, a managing...

...clients to determine the feasibility of starting a captive by  
answering  
a list of questions.

**Interactive Features**

**Aonline** also has an **interactive** component that allows clients  
to  
send Email or attachments to their broker team, or post questions to  
discussion lists for fellow **risk** managers to answer. Users can also  
query  
Aon's research staff for technical information on...

...our first point of contact," he said, adding that Aonline is 'a  
total  
real-time **interactive** tool for our clients to use.'

"Aonline is one part of how we bring our...

**5/3,K/10 (Item 1 from file: 9)**  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2006 The Gale Group. All rts. reserv.

02211937 Supplier Number: 25773378 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**2: Aon Corp.**

(Aon's profits fell 34.9% in 1999, partly because of the high cost of  
systems integration related to its acquisitions over the last few  
years)

Business Insurance, v 34, p 22

July 17, 2000

DOCUMENT TYPE: Journal; Company Overview ISSN: 0007-6864 (United  
States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 2143

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...won't, "I believe we're getting it right," he said.

One technology initiative is **AonLine**, its **risk** management extranet  
service geared to its middle-market, large and global accounts.

**AonLine**

offers its roughly 600 subscriber clients access to their complete  
**risk**

and insurance portfolio information in addition to a variety of  
proprietary

data and transactional services...

...other areas of the company, Mr. O'Halleran said.

Also in 1999, Aon formed Aon **Interactive** Venture, charged, with coordinating all of Aon's e-business efforts on a global scale, Mr. O'Halleran said. Aon **Interactive** Ventures evaluates the cost and benefit of all internal and external proposals for e-commerce...

**5/3,K/11 (Item 2 from file: 9)**

DIALOG(R)File 9:Business & Industry(R)  
(c) 2006 The Gale Group. All rts. reserv.

01738876 Supplier Number: 24493952 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**The Extra Advantage**

**(Over 2,000 agents of New England Financial's 2,500 total presently have**

**access to its FieldFirst extranet; other extranet efforts are discussed)**

Insurance Networking, p 40+

January 1999

DOCUMENT TYPE: Journal; Survey; Industry Overview ISSN: 1097-5225

(United

States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 3267

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...most cases, agents are accessing company news, product information or reference material.

photo omitted

More **interactive** functions

Initially New England Financial designed FieldFirst to function primarily as a static repository for...

...insurance broker is using an extranet as a means to enhance its relationship with corporate **risk** managers. Chicago-based Aon Corp. introduced its extranet, **AonLine**, in April 1997. Today more than 250 clients, representing more than 4,000 individuals, use **AonLine**, says Mia

Shernoff, managing director of **AonLine** Group, New York.

By logging onto the extranet, risk managers can access information about insurance...

**5/3,K/12 (Item 3 from file: 9)**

DIALOG(R)File 9:Business & Industry(R)  
(c) 2006 The Gale Group. All rts. reserv.

01600104 Supplier Number: 24328810 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Spotlight Report: AON CORP.**  
(Aon Group still looks to expand despite several large acquisitions in past  
two years; was ranked as world's second largest insurance broker for 1997  
by Business Insurance, with brokerage revenues of \$4,031,800,000)  
Business Insurance, p 24+  
July 20, 1998  
DOCUMENT TYPE: Journal; Ranking ISSN: 0007-6864 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 2517

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:  
...types of applications and processes.''

One of the initiatives helping Aon achieve this is its **AonLine** extranet service, which released its 2.0 version in April. An extension of the original...

...A, an Internet-based network created by A&A in 1996, the new and improved **interactive AonLine** system provides **risk** managers a wide range of information tools from a single electronic point of entry.

In...

5/3,K/13 (Item 4 from file: 9)  
DIALOG(R) File 9:Business & Industry(R)  
(c) 2006 The Gale Group. All rts. reserv.

01598436 Supplier Number: 24308843 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Brokering Cyberspace**  
(J&H Marsh & McLennan Inc and Aon Corp, two insurance brokers, both develop  
electronic services to make the application and submission processes quicker)  
Best's Review Property/Casualty Edition, v 99, n 3, p 99+  
July 1998  
DOCUMENT TYPE: Journal ISSN: 0161-7745 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 1569

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:  
...offered private sites where they can keep up-to-date track of their accounts.

Through **AonLine**, Aon's clients can review customized service plans, current policy, claims, surety bond and other data. **AonLine** also offers access to Aon's proprietary research, analysis tools, links to the latest

news in the insurance and **risk** -management industries, as well as business, technology and financial markets news. E-mail links to Aon professionals worldwide and online **risk** -management forums with other **AonLine** users also are available.

J&H Marsh & McLennan's InMind Service has similar features: access...

...industry news, market intelligence, and insurance rules and regulations as set by individual states. The **interactive** service also offers hot links to other related web sites, including industry associations, organizations, industry...

...available at their fingertips on the Web," says Ellen Walker, vice president and manager of **interactive** client services at J&H Marsh & McLennan.

Information Week magazine ranked J&H Marsh & McLennan...

5/3,K/14 (Item 5 from file: 9)  
DIALOG(R) File 9:Business & Industry(R)  
(c) 2006 The Gale Group. All rts. reserv.

01518322 Supplier Number: 24186638 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Aon Begins Networking With Risk Managers**  
(Aon Group Inc, with 1997 gross revenues of over \$3.5 bil, is embracing electronic commerce as a way to streamline business processes for commercial risk management clients)

Insurance Networking & Data Management, p 9+  
March 1998  
DOCUMENT TYPE: Journal (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 609

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:  
...data.

Extranet strategy

The vehicle to provide that access is Aon's extranet, known as **AonLine**

The network integrates Aon's brokerage business, **risk** and insurance data and legacy system resources. The broker chose to implement an extranet to handle client communications because of its universal nature and low cost, Shernoff says.

The **AonLine** Service for **Risk** Managers does not provide clients with data over the public Internet. "These are not public sites, but individual, customized, secure client sites," Shernoff explains. The sites are **interactive** and allow clients to send Aon information, such as first



reports of injury. Aon may...

...clients information on loss control reports or exposure data via the extranet.

Among the initial **risk** management clients utilizing **AonLine** are General Motors Corp., Johnson & Johnson, Nike Inc., Chevron Inc. and Microsoft Corp.

While some...

5/3,X/15 (Item 6 from file: 9)  
DIALOG(R) File 9:Business & Industry(R)  
(c) 2006 The Gale Group. All rts. reserv.

01238989 Supplier Number: 23864260 (USE FORMAT 7 OR 9 FOR FULLTEXT)

'Aonline' Offers Web Services To RMs

(Aon and its recent acquisition, Alexander & Alexander, will launch Aonline, offering individual Web sites for clients, customized for each customer's data)

National Underwriter Property & Casualty, v 101, n 15, p 45+  
April 14, 1997

DOCUMENT TYPE: Journal ISSN: 1042-6841 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 843

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

Aon and its recent acquisition, Alexander & Alexander, will soon launch **Aonline**, offering individual Web sites for clients, customized for each customer's data, and controlled by...

...their certificate or attach them to an e-mail message. They can also place their **risk** manual in a secure area of the site that all their employees can reach without...  
...on geopolitical risks in various countries, and other sources. Full text describes the Web site, **interactive** features, the hurricane alert and goals of the site.

TEXT:

...staffs to help bring insurance broking into the information age -- will unveil a new service, "**Aonline**," at the **Risk** and Insurance Management Society's annual conference this week in Atlanta.

Mia Shernoff, a managing...

...clients to determine the feasibility of starting a captive by answering a list of questions.

## **Interactive** Features

**Aonline** also has an **interactive** component that allows clients to send E-mail or attachments to their broker team, or post questions to discussion lists for fellow **risk** managers to answer. Users can also query

Aon's research staff for technical information on...

...our first point of contact," he said, adding that Aonline is "a total real-time **interactive** tool for our clients to use."

"Aonline is one part of how we bring our...

**5/3,K/16 (Item 1 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2006 Dialog. All rts. reserv.

05159187 (USE FORMAT 7 OR 9 FOR FULLTEXT)

### **SHOW-AND-TELL TIME AT RIMS**

JOANNE WOJCIK

BUSINESS INSURANCE, p16

April 26, 1999

JOURNAL CODE: WCBI LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 825

(USE FORMAT 7 OR 9 FOR FULLTEXT)

The Internet has become as valuable a tool for **risk** managers today

as the telephone, said Mia A. Shernoff, managing director of **AonLine**,

which demonstrated its upgrades at this year's RIMS exhibition.

``We had started out with...

... advance warnings on developing natural perils and geopolitical activities worldwide, she said.

Beginning this summer, **AonLine** also will enable **risk** managers to file online first reports of injury with workers compensation insurers.

``Not all insurers...

... runs on any personal computer with a CD-ROM drive, the user learns by

doing **interactive** exercises that incorporate full-motion video and sound.

Students are even assigned **interactive** ``tutors'' to help them learn

faster and better navigate stumbling blocks to their learning, Mr...

?

01404717/9

DIALOG(R)File 15:ABI/Inform(R)

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01404717 00055704

**'Aonline' offers Web services to RMs**

Gjertsen, Lee Ann

National Underwriter (Property & Casualty/Risk & Benefits Management)

vl01nl5 PP: 45, 56 Apr 14, 1997 ISSN: 1042-6841 JRNL CODE: NUN

DOC TYPE: Journal article LANGUAGE: English LENGTH: 2 Pages

WORD COUNT: 849

**COMPANY NAMES:**

Aon Risk Services Inc

GEOGRAPHIC NAMES: US

DESCRIPTORS: Insurance companies; Risk management; Service introduction;

Web sites; Customization

CLASSIFICATION CODES: 9190 (CN=United States); 8220 (CN=Property & casualty

insurance); 7500 (CN=Product planning & development); 5250

(CN=Telecommunications systems)

ABSTRACT: At the Risk and Insurance Management Society's annual conference

this week in Atlanta, Aon and its recent acquisition, Alexander & Alexander, will unveil a new service, Aonline. Aon's Worldwide Resources

unit has developed individual Web sites for clients, customized with each

client company's data. The sites contain a number of areas with specific

information for each client.

TEXT: Aon and its recent acquisition, Alexander & Alexander-looking to combine the talents of their staffs to help bring insurance broking into

the information age-will unveil a new service, "Aonline," at the Risk and

Insurance Management Society's annual conference this week in Atlanta.

Mia Shernoff, a managing director originally with A&A, said Aon's Worldwide

Resources unit in New York has developed individual Web sites for clients,

customized with each client company's data. "No two sites are alike," she

said, adding that the client controls who accesses the site.

The sites contain a number of areas with specific information for each client. The "Your Portfolio" section contains the client's policies, exposures, certificates and other paperwork. Clients can "sort and get a

report on all their certificates," Ms. Shernoff said, or view full

policy

summaries. In addition, they can print copies of their certificate or attach them to an E-mail message.

Clients can also put their companies' risk manual on a secure area of the site that every employee can reach without being able to access other data,

Ms. Shernoff said. Then if the client makes changes to the manual, they don't have to reissue the paper version. "Suddenly, [clients] become paperless," she said.

The news section of the site includes information from a number of sources

on insurance, business and financial topics, while other areas provide links to Aon-produced documents and white papers, insurers' Web pages, information about geopolitical risks in different countries, and a host of other sources.

One feature allows risk managers to track a wrap-up and keep up with all the different components of their program, Ms. Shernoff said. (A wrap-up is a single insurance program for a large-scale building project that covers all job-site risks.)

The "Internet Index" is a client-specific set of links to information sources that Aon develops with a service provider from a profile of the client company. For example, an airline's Aonline Internet Index might include links to the Federal Aviation Administration and the National Weather Service.

The service also provides a group of analytical tools. For example, clients can enter basic data about their company and then can compare themselves to a peer group of other similar companies, Ms. Shernoff said. Aon uses a collection of its own data and that of other insurance information providers to give clients the opportunity to perform these benchmarking exercises.

"The market is lacking some easy benchmarking tools" that clients can use themselves, Ms. Shernoff said, and one purpose of Aonline is to provide those tools.

Another feature allows clients to determine the feasibility of starting a captive by answering a list of questions.

#### Interactive Features

Aonline also has an interactive component that allows clients to send Email or attachments to their broker team, or post questions to discussion

lists

for fellow risk managers to answer. Users can also query Aon's research staff for technical information on different topics.

The service also includes: "Business Assist," which helps clients with nonrisk-related issues like business travel and hiring temporary workers, as well as offering connections to major Web search engines such as Yahoo and Webcrawler.

For an extra cost, clients can have Aon professionals conduct site analyses that will visually show clients what damage certain events, such as earthquakes, would do to their properties or the properties they wish to purchase.

#### Hurricane Alert

Another new feature, Ms. Shernoff said, alerts clients to a particular event -like a hurricane or tornado when it is headed towards one of the client's facilities. The feature refers to a database of the client's properties and flags potentially dangerous events, then notifies the user as soon as he or she logs onto the service.

The basic Aonline service costs \$10,000 each year, though some customized features-like the site reviews-are additional, Ms. Shernoff noted.

According to Ms. Shernoff, A&A had developed a similar Web interface for its clients--called Access A&A-- before the merger with Aon, while at the same time, Aon's computer specialists had been developing analytical tools such as the benchmarking functions.

Both companies had originally planned to expand their operationsAS&A into analytical tools, Aon into a user interface, Ms Shernoff said. The merger allowed them to move quickly into developing this service, which combines the two pools of knowledge, she added.

#### 'First Point of Contact'

John Lumelleau, a senior vice president with Chicago-based Aon, describes the service as a new step in the relationship between clients and brokers.

"It is clearly our intent to make that our first point of contact," he said, adding that Aonline is "a total real-time interactive tool for our

clients to use."

"Aonline is one part of how we bring our resources around the world together," he said.

"The account manager and the risk manager can talk on the phone and be looking at the same thing," Ms. Shernoff said, making the interactions between brokers and clients more productive and not filled with administrative details about sending and receiving documents.

The development team plans to introduce the finished version of the service at the RIMS conference in Atlanta. CD-ROM demo versions will be available for conference participants.

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DIALOG(R) File 15:ABI/Inform(R)

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01683012 03-34002

**Brokering cyberspace**

Devlin, Dory

Best's Review (Prop/Casualty) v99n3 PP: 99-101 Jul 1998 CODEN:  
BRPIDU

ISSN: 0161-7745 JRNL CODE: BIP

DOC TYPE: Journal article LANGUAGE: English LENGTH: 3 Pages

SPECIAL FEATURE: Charts

WORD COUNT: 1558

COMPANY NAMES:

J & H Marsh & McLennan Inc

Aon Corp (DUNS:03-850-3546 TICKER:AOC)

GEOGRAPHIC NAMES: US

DESCRIPTORS: Insurance companies; Electronic documents; Internet;

Advantages; Insurance agents & brokers; Electronic commerce

CLASSIFICATION CODES: 9190 (CN=United States); 8200 (CN=Insurance  
industry)

; 5250 (CN=Telecommunications systems)

ABSTRACT: J&H Marsh & McLennan is rolling out its "Global Banking  
System,"

a proprietary system 5 years in the making that allows its brokers to  
create submissions electronically and work more closely as a team. The  
system speeds the application process by reducing the need to  
repeatedly

mail, fax and re-key documents. The system allows brokers in different  
offices to work together on one placement file. With this system,  
brokers

and underwriters can read and review the same information on their  
computer

screens at the same time. Aon Corp., meanwhile, has signed on with the  
World Insurance Network, a global brokering network designed as the  
standard in electronic commerce between carriers and brokers. In  
addition

to using the Internet for submissions and other form filings, both  
companies are improving communication internally among employees and  
externally with clients via the Internet.

TEXT: Headnote:

Aon and J&H Marsh & McLennan may be competitors at every turn, but the  
world's two top brokerages are using a mix of rivalry and cooperation  
to

lead their companies and clients online.

From online submissions systems to secure extranets where clients can  
check

on their accounts and access reference materials J&H Marsh & McLennan  
and

Aon Corp. are employing cyber tools to streamline paper-intensive  
application processes and to communicate more effectively with clients.

## Going Global

J&H Marsh & McLennan is rolling out its "Global Broking System," a proprietary system five years in the making that allows its brokers to create submissions electronically and work more closely as a team. The system speeds the application process by reducing the need to repeatedly mail, fax and re-key documents. "It's a very inefficient process the way we do things now," says Gordon Surbey, managing director for J&H Marsh & McLennan. The Global Broking System allows brokers to collect and analyze data about risks, submit the information to carriers, request quotes and to bind risks electronically. "What we're trying to achieve is moving information from our clients to insurance companies and back to us through a system that allows each to change information as the application advances, rather than re-keying documents, Surbey said. "The idea is to make it simpler and easier to move this information back and forth in an efficient manner"

The system also allows brokers in different offices to work together on one placement file. With this system, brokers and underwriters can read and review the same information on their computer screens at the same time. Surbey's goal: "When clients give us the order to bind, we want to be able to hit the bind button and produce a document that goes out automatically to our clients."  
(Photograph Omitted)

Captioned as: E-Booster: Ellen Walker, vice president and manager of clients services at J&H Marsh & McLennan, helps clients facilitate research online.

(Photograph Omitted)

Captioned as: Getting it Done: Mia Schernoff managing director of AonLine Group, has seen "dramatic improvement in productivity" with internal automation.

The global system has been rolled out to J&H Marsh & McLennan's offices in New York, Chicago, Bermuda, London, Paris and Zurich, Switzerland. More offices will be brought online in September, Surbey said. To date, 41 carriers have signed up to participate.

In addition to the Global Broking System, an automated underwriting application system (the Global Broking Underwriter Application) will be updated by J&H Marsh & McLennan in the fall with a Web-enabled version that will replace software that is currently used. About 40 insurance companies will be working with the broker on the initial release. The



underwriting application system, accessed through a secure web site, provides underwriters access to the electronic submissions made with the online broking system. The underwriters will be able to review, modify, bind or reject submissions and send the information back to the broker. The Need to Win

Aon Corp., meanwhile, has signed on with the World Insurance Network (Win), a global broking network designed as the standard in electronic commerce between carriers and brokers.

Win, which brings brokers together with insurance companies and reinsurers, went online in November. So far, eight insurance companies have joined. J&H

Marsh & McLennan is a founding member of Win along with Aon, and Surbey said the network will complement the Global Broking System and be used for more than e-mail once Win has a large number of users.

One of Win's strengths is the worldwide directory of insurance companies and brokers that it will offer. So far, 6,000 names have been entered, said Mark Snow, president of the World Insurance Network Inc. The directory, in one example, will enable a broker to quickly match a carrier with a client in need of a special type of coverage.

Win plans to have major hubs in London and New York to connect to users worldwide. In July 1997, the London-based Win launched its first service.

The Winconnect electronic mail system links brokers and insurers across a secure network, allowing text, data and graphic exchange from users' desktops.

While Win builds its network activity, Aon is working on its internal automation by experimenting with a few online submission services. One pilot for professional liabilities coverage involves eight insurance companies and has shown good results, says Mia Schernoff, managing director of AonLine Group.

Through encrypted, secure web sites, Aon presents to select insurance companies its submissions for professional liability coverage for specific clients. The sites contain proprietary data that can determine risk positions and financial status, as well as links to the clients' companies. The company sites include real-time stock quotes and product catalogs.

"It has cut down on our internal time as well as carriers' time,"

Schernoff  
reports on the pilot program. "Carriers are able to take files and  
download  
them into a PC to go through later."  
Eliminating cumbersome paper documents in favor of electronic  
transmissions  
in some cases has shaved as much as 60%-70% of the time off the  
submission  
process, says Schernoff. "We've seen a dramatic improvement in  
productivity."

Aon is studying how its electronic submissions systems will mesh with  
Win.

Looking Inward

In addition to using the Internet for submissions and other form  
filings,  
both companies are improving communication internally among employees  
and  
externally with clients via the Internet.

Through intranets-secure, closed web sites-employees in offices  
throughout  
the United States and worldwide are able to share files, spreadsheets,  
company memos, and then discuss the posted items online. Aon Corp. and  
J&H

Marsh & McLennan have extended similar technology to their clients  
through  
extranets-secure Internet sites where select clients can research  
reference  
materials, including white papers, and locate management resources,  
analysis tools and employee directories. On an even more secure level,  
clients are offered private sites where they can keep up-to-date track  
of  
their accounts. Through AonLine, Aon's clients can review customized  
service plans, current policy, claims, surety bond and other data.  
AonLine  
also offers access to Aon's proprietary research, analysis tools, links  
to  
the latest news in the insurance and risk-management industries, as  
well as  
business, technology and financial markets news. E-mail links to Aon  
professionals worldwide and online risk-management forums with  
otherAonLine  
users also are available. J&H Marsh & McLennan's InMind Service has  
similar  
features: access to company professionals around the world through a  
"white  
pages" directory, industry news, market intelligence, and insurance  
rules  
and regulations as set by individual states. The interactive service  
also  
offers hot links to other related web sites, including industry  
associations, organizations, industry publications, financial  
information  
and risk management resources. Clients can click on one area to get  
articles and news announcements from the J&H Marsh & McLennan staff,

including markets, products and services. InMind's premier services line, the more secure layer of Internet sites for select clients, offers an online service planning and management tool that allows clients to track pending business. Clients also can access policy summaries, international insurance information and participate in a global forum that invites online business discussions and the exchange of files and other information.

"What people would have to go research on paper is now available at their fingertips on the Web," says Ellen Walker, vice president and manager of interactive client services at J&H Marsh & McLennan. Information Week magazine ranked J&H Marsh & McLennan 14th among 500 companies for its electronic commerce initiatives. Aon Corp. ranked 53rd in the September 1997 survey. J&H Marsh & McLennan's InMind Services also ranked among Computerworld magazine's "Premier 100" list that recognizes innovative Web technology Shifting the Load

What all this Web-based communication has accomplished so far, say Walker and Aon's Schernoff, is the chance for employees to spend more time on client relationships and solving problems rather than dealing with the administrative details of a paper-intensive business.

"We find we're not spending as much time on the administrative side but more time on the consultative side of our business," says Schernoff. She expects that will continue in the future, as more electronic tools are put into place. For example, both brokers are refining online procedures for certificate requests and surety bond requests and renewals.

"The desktop is where all the action will happen; says Schernof "But I do think the relationship still will be key." The difference, she says, is that personal contact time will be spent more on substantive issues, "instead of 'did you get the fax I sent, did you send me that document.'" The general Web-surfing public can find its way to the brokers for some basic company information. J&H Marsh & McLennan's homepage can be reached at [www.jhmarshmc.com](http://www.jhmarshmc.com). Potential clients can learn how the broker determines an organization's cost of risk and what new products are being offered, such as "2000 Secure," insurance for product losses expected because of the Year 2000 computer bug.

Aon Corp.'s [www.aon.com](http://www.aon.com) web site provides information on AonLine and Aon's

own millennium-glitch program, ARM2000, designed to help companies assess the impact of the millennium date-change. "Assess your current Year 2000 program with our multiple choice quiz," it invites. A separate site advertises Aon Enterprise ([www.aonenterprise.com](http://www.aonenterprise.com)), a fledgling Aon branch that secures insurance coverage for small businesses and entrepreneurs.

"We approach each segment with different tools," says Schernoff. "We try to customize as much as possible." MD

(Table Omitted)

Author Affiliation:

Dory Devlin is a freelance writer based in Basking Ridge, NJ  
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05576566/9

DIALOG(R)File 16:Gale Group PROMT(R)  
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05576566 Supplier Number: 48443915 (THIS IS THE FULLTEXT)  
**Aon Group Announces Availability of AonLine Version 2.0, Enabling More  
Proactive Approach to Risk Management.**

Business Wire, p4271097

April 27, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 266

TEXT:

NEW YORK--(BUSINESS WIRE)--April 27, 1998--Aon Group, Inc. announced today

the availability of Version 2.0 of its industry-leading Extranet service, AonLine, the innovative, cost-effective network of electronic risk management tools and services. Version 2.0 includes many new interactive and analytical tools, further establishing AonLine's position as the most valuable Internet-based service for risk managers.

Many exposures, bonds, claims, certificates of insurers of potentially catastrophic political, economic or weather activities.

- A substantial library of common forms and templates, including a full array regulatory database covering more than 160 countries.

"Risk managers and other financial executives using AonLine Version 2.0 will find many ways to save precious time, resources and expense," says Mia Shernoff, managing director have made AonLine Version 2.0 more flexible anment is "cascading security," which enables risk managers to control access to proprietary or other confidential areas of their AonLine sites.

Among AonLine's active subscribers is CSX Corporation, the large international transportation company, which uses AonLine to quickly access the company's current risk data, as well as look up vital regulatory information.

"Our risk management operations are spread among a number of locations," says Walter Tyler, manager of risk management, who is based in Jacksonville, Florida, for CSX Corporation. "AonLine allows CSX's risk management professionals to instantly access the same, up-to-date data, no matter where they are located. AonLine saves us time, and gives us valuable information electronically that we can't get anywhere else."

AonLine will be featured at the Aon booth (no. 1535) at the Risk and Insurance MaAon Corporation, an insurance services holding canges.

CONTACT: [Pewwww.businesswire.com](http://www.businesswire.com)

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PUBLISHER NAME: Business Wire

COMPANY NAMES: \*Aon Group Inc.

EVENT NAMES: \*336 (Product introduction)

GEOGRAPHIC NAMES: \*1USA (United States)

PRODUCT NAMES: \*7372461 (Banking, Finance & Investment Software)

INDUSTRY NAMES: BUS (Business, General); BUSN (Any type of business)

NAICS CODES: 51121 (Software Publishers)

SPECIAL FEATURES: COMPANY

? t 06087391/full

06087391/9

DIALOG(R)File 16:Gale Group PROMT(R)  
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06087391 Supplier Number: 53612102 (THIS IS THE FULLTEXT)

**Risk & Insurance Names AonLine 'Extranet Tool of the Year'.**

Business Wire, p1290

Jan 21, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 354

TEXT:

NEW YORK--(BUSINESS WIRE)--Jan. 21, 1999--

Aon Group's Extranet Service Reflects Vision and

Dynamism of Today's Marketplace

In its annual roundup of the year's best products for Risk Managers, Risk & Insurance magazine named AonLine to its all-star roster of tools dubbed "Standouts for Solutions" for 1998.

Citing AonLine as a source of "very useful information," Risk & Insurance praised the extranet for allowing "clients to access insurance policies, industry information, proprietary Aon research, insurance products, and alternative solutions on a real-time basis as well as a wide range of analysis tools, software applications, and links to experts around the world."

Widely regarded throughout the industry as the breakthrough tool that has set the standard for interactive risk management, AonLine's network of electronic services is designed specifically for risk managers and other financial executives who manage property and casualty risk for large to mid-size organizations.

"Companies like Aon continue to raise the performance bar for risk management and industry customer service due to a tight business focus combined with a tolerance for entrepreneurship," said Judy Johnson, insurance industry analyst for META Group in Princeton, N.J. "At present, AonLine remains the most ambitious offering of its kind within the industry."

Aon, a leading Chicago-based insurance brokerage, established AonLine as a subscription-based analytical and research tool for its high-end, risk management customers.

Mia Shernoff, managing director of AonLine, noted that "We are honored to be recognized for the contribution that AonLine continues to make to the field of risk management. From the beginning our mission was to generate significant competitive advantage for our risk manager clients through improved productivity and proactivity. We continue to strive to find ways to optimize the latest technology and help risk managers

monitor

and lower their companies' cost of risk."

Aon Group is the global insurance brokerage and consulting arm of Aon

Corporation, an insurance services holding company that comprises a family

of insurance brokerage, consulting and consumer insurance companies.

Aon's

common stock (Symbol: AOC) is listed on the New York, Chicago and London

stock exchanges. Information about Aon can be found on the World Wide Web

at [www.aon.com](http://www.aon.com).

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PUBLISHER NAME: Business Wire

COMPANY NAMES: \*ExtraNet

INDUSTRY NAMES: BUS (Business, General); BUSN (Any type of business)

SPECIAL FEATURES: COMPANY

?

Set	Items	Description
S1	0	AON WITH (RISK? OR AUDIT?)
S2	20653	AON AND (RISK? OR AUDIT?)
S3	10087	AON (S) (RISK? OR AUDIT?)
S4	6409	S3 AND (INDUSTRY OR INDUSTRIES)
S5	46	AON (S) (RISK? OR AUDIT?) (S) (INDUSTRY OR INDUSTRIES)
(S)		(ASSESSMENT? OR EVALUATION?)
S6	34	RD S5 (unique items)
S7	10	S6 NOT PY>2000
S8	41	AON AND SAFETYLOGIC
S9	22	RD S8 (unique items)
S10	4	S9 NOT PY>2000

? t s10/3,k/all

**10/3,K/1 (Item 1 from file: 15)**  
 DIALOG(R) File 15:ABI/Inform(R)  
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02012042 52737169  
**New online tool targets loss costs**  
 Roberts, Sally  
 Business Insurance v34n16 PP: 3, 38 Apr 17, 2000  
 ISSN: 0007-6864 JRNL CODE: BIN

COMPANY NAMES:  
**Aon Corp...**

ABSTRACT: RiskNetWorldwide.com, a wholly owned subsidiary of **Aon Corp.**, is attempting to reduce employers' worksite injury losses and loss costs using a new online tool. Via this new subscription-based online product, **Safetylogic**, a safety manager can communicate safety issues in real time with remote locations and can...

**10/3,K/2 (Item 1 from file: 16)**  
 DIALOG(R) File 16:Gale Group PROMT(R)  
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08102972 Supplier Number: 67526334 (USE FORMAT 7 FOR FULLTEXT)  
**IronSpire Improves Construction Team Safety by Integrating Safetylogic Health and Safety Data Into Jobsite Project Management.**  
 PR Newswire, pNA  
 Dec 4, 2000  
 Language: English Record Type: Fulltext  
 Document Type: Newswire; Trade  
 Word Count: 887

**IronSpire Improves Construction Team Safety by Integrating Safetylogic Health and Safety Data Into Jobsite Project Management.**  
 IronSpire Inc. and **Safetylogic .com**, an internet safety management subsidiary of **Aon Corporation**, today announced a strategic



partnership to facilitate real-time decision making in construction project management by incorporating **Safetylogic** .com's Web-based safety application, **Safetylogic** (TM), into IronSpire's JobSite(TM) construction project management platform.

As a reseller of **Safetylogic** , IronSpire will bring **Safetylogic** .com's online safety expertise to the construction industry, providing a safer environment for workers... ..on one central extranet and by managing notification of changes for the project team members. **Safetylogic** helps ensure jobsite safety compliance through automation of safety meeting notifications, distribution of health and...

...and implementation of online safety surveys. All safety-related information is compiled and processed by **Safetylogic** , allowing project managers to review and take action immediately. **Safetylogic** can also red-flag potentially dangerous activities and situations for the project manager to ensure...

...crew as seriously as improving the bottom line."

As well as addressing safety concerns, utilizing **Safetylogic** offers project managers financial incentives. Because of the close correlation between strong safety practices and reduced on-site accidents, many insurance companies offer discounts on policies covering projects that employ **Safetylogic** . In addition, a better safety record can improve the standing of a contractor during the...

...has proven to reduce the risk of accidents on the job, thereby reducing claims," says **Safetylogic** .com president and CEO Peter Johnson. "This strategic alliance with IronSpire makes it easy for... ..their bottom line by improving the information flow across the whole team."

The partnership with **Safetylogic** .com is the latest of a number of strategic partnerships IronSpire has signed to provide...

...include Timberline, CBSI, etrieve, and Webbridge. Details can be found at [www.ironspire.com](http://www.ironspire.com).

About **Safetylogic** .com.

**Safetylogic** .com, a Web-based application service provider, created

**Safetylogic** to simplify and automate the delivery and collection of safety related data for multi-location companies. **Safetylogic** replaces

cumbersome and slow paper reporting processes and provides a powerful and cost-effective proactive safety management solution. The company, is a wholly owned subsidiary of **Aon** Corporation, a holding company that comprises a family of insurance brokerage, consulting and underwriting companies. **Safetylogic** .com is located at 920 SW 6th Ave, Suite 1200, Portland OR 97202, and can be contacted at toll free at 877-714-0999, by email at info@ **safetylogic** .com, or via the web at www. **safetylogic** .com.

About IronSpire

IronSpire Inc. provides a real-time decision support service for commercial construction...

...by email at info@ironspire.com, or via the Web at www.ironspire.com.

About **Aon**

**Aon** Corporation (www. **aon** .com) is a holding company that comprises a family of insurance brokerage, consulting and underwriting subsidiaries. **Aon** 's common stock is listed on the New York, Chicago, Frankfurt and London stock exchanges...

COMPANY NAMES: \***Aon** Corp.; IronSpire

10/3,K/3 (Item 2 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07245783 Supplier Number: 61605149 (USE FORMAT 7 FOR FULLTEXT)  
**New online tool targets loss costs. (RiskNetWorldwide.com Safetylogi  
workplace safety service) (Brief Article)**

ROBERTS, SALLY

Business Insurance, v34, p3

April 17, 2000

Language: English Record Type: Fulltext

Article Type: Brief Article

Document Type: Magazine/Journal; Trade

Word Count: 644

RiskNetWorldwide.com, a wholly owned subsidiary of **Aon** Corp., is attempting to reduce employers' worksite injury losses and loss costs using a new online tool.

Via this new subscription-based online product, **Safetylogic** , a safety manager can communicate safety issues in real time with remote locations and can...

...Johnson said. The overall goal, however, "is to reduce losses and reduce loss costs."

If **Safetylogic** is as successful as its predecessor, that should be no problem.

**Safetylogic** developed out of a faxing service Mr. Johnson provided hospitality clients during the 1990s while working in the Portland office of **Aon** Risk Services. As part of that service, Mr. Johnson would fax

his  
clients safety meeting...

...would then fax back the minutes from safety meetings as well as the completed checklists. **Aon** would then compile all the information into a database and provide quarterly reports to the...

...were being rated based on their safety activity as reflected in the reports prepared by **Aon**. It was, however, a time-consuming and expensive endeavor for the broker.

The Internet changed all that.

In 1997, with the financial backing of **Aon**, RiskNet was incorporated as a wholly owned subsidiary. Today, it serves 22 clients in the construction, manufacturing, health care, hospitality and retail industries, providing custom-tailored safety management programs via **Safetylogic**.

According to statistics Mr. Johnson has compiled, clients using the fax service experienced an average...  
...Johnson said he believes reductions in loss costs and frequency will be "more significant" with **Safetylogic**.

This could be good news for some employers, given that the Occupational Safety and Health...

...Cos., a hotel and restaurant management company with 60 locations around the country, said that **Safetylogic** "is working very well" for his Sioux Falls, S.D.-based company.

Not only is...

...takes the labor out," he said.

Last month, RiskNet introduced a new feature to its **Safetylogic** product that allows forms and audits to be downloaded into a hand-held personal computer...

10/3,K/4 (Item 1 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
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14310108 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Portland, Ore., Insurance Broker Uses Technology To Reduce Injury Claims**

Steve Woodward

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (OREGONIAN, PORTLAND, ORE.)

December 18, 2000

JOURNAL CODE: KORE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1320

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... and communication problem, really," said Johnson, then a

sales

manager in the Portland office of **Aon** Risk Services.

So Johnson and partner Steve Chapman built a company,

**Safetylogic**

.com, which they say has the solution to that problem: technology that uses

the Web...

... safety, reduce injury claims and keep insurance rates under better control.

Three years after incorporation, **Safetylogic** has 28 employees, headed by Johnson, president and chief executive officer, and Chapman, vice president...

... company on the continent, to Massachusetts start-up Homeruns.com, an online grocer.

This fall, **Safetylogic** .com continued to gather momentum, as it adopted a new name and signed two new...

... based Kemper Insurance Companies and Portland Internet start-up IronSpire. Kemper and IronSpire will sell **Safetylogic** .com as an additional service to their own business customers.

Previously known as RiskNet Worldwide...

... dot-com that was born as a subsidiary of an old-line, traditional corporation. In **Safetylogic** .com's case, the parent was, and still is, Chicago-based **Aon**, one of the world's biggest insurance brokerage, consulting and underwriting conglomerates.

Before **Aon**'s Chicago headquarters gave Johnson the go-ahead in 1997 to create **Safetylogic** .com, he had developed a home-grown fax service for clients. He would fax out...

...system created its own problems.

"It became a paper nightmare," recalled Johnson, who climbed the **Aon**

management ladder to vice president of **Aon** Hospital Group.

Then, one night, Johnson stumbled onto an article about the Internet while flying...

...launched the first version of the site, known originally as Safety Forum

and later as **Safetylogic** .com. By late 1999, the site added an e-commerce

component, MySafetyShop.com, which sells...

...manufacturing (American Steel).

Earlier this month, Johnson and crew shed the RiskNet moniker and became **Safetylogic** .com, named for its marquee product.

**Safetylogic** .com also announced a private-label agreement with a loss-control subsidiary of Kemper Insurance Companies, NATLSCO, which will

resell **Safetylogic** .com's services under its own brand name.

In addition, IronSpire announced an agreement to incorporate

**Safetylogic** .com into its JobSite product, a Web-based system for managing

construction projects. Though it... to build its own safety-management

package a month ago, when it found out about **Safetylogic** .com.

IronSpire

previously had found only scattered Web-based safety resources, such as

providers of...

...an industry-standard source of hazardous-material information.

"None put it together as well as **Safetylogic** ," Cadsawan said. With

an online system, he added, some IronSpire customers estimate they can

"free up two whole days of paper shuffling per week."

Johnson said **Safetylogic** .com is a work in progress, with continual

updates on safety regulations and new information tailor-made for specific

industries. **Safetylogic** .com, for example, now offers food safety

guidelines and food recalls through a partnership with...

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07245783/9

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**New online tool targets loss costs. (RiskNetWorldwide.com Safetylogi  
workplace safety service) (Brief Article)**

ROBERTS, SALLY

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PORTLAND, Ore. -- Safety management is going virtual.

RiskNetWorldwide.com, a wholly owned subsidiary of Aon Corp., is attempting to reduce employers' worksite injury losses and loss costs using a new online tool.

Via this new subscription-based online product, Safetylogic, a safety manager can communicate safety issues in real time with remote locations and can track such information as whether safety meetings or self-inspections have been conducted or whether safety concerns have been addressed. The password-protected, encrypted Web site also can be used to gather, distribute and archive safety management information.

As corporations reduce safety staff, it becomes increasingly difficult for safety and risk managers in large companies with multiple locations to monitor whether each company location is in sync with corporate directives, said Peter Johnson, president and chief executive officer of Portland, Ore.-based RiskNet.

"This gives them the tool to do their job," Mr. Johnson said. The overall goal, however, "is to reduce losses and reduce loss costs."

If Safetylogic is as successful as its predecessor, that should be no problem.

Safetylogic developed out of a faxing service Mr. Johnson provided hospitality clients during the 1990s while working in the Portland office of Aon Risk Services. As part of that service, Mr. Johnson would fax his clients safety meeting topics and checklists for safety inspections, among other items. Each of the client's locations would then fax back the minutes from safety meetings as well as the completed checklists. Aon would then compile all the information into a database and provide quarterly reports

to the corporate risk managers, allowing the client to track safety efforts being conducted all over their company.

"Clients became dependent on that" ability, Mr. Johnson said. Managers were being rated based on their safety activity as reflected in the reports prepared by Aon. It was, however, a time-consuming and expensive endeavor for the broker.

The Internet changed all that.

In 1997, with the financial backing of Aon, RiskNet was incorporated as a wholly owned subsidiary. Today, it serves 22 clients in the construction, manufacturing, health care, hospitality and retail industries, providing custom-tailored safety management programs via Safetylogic.

According to statistics Mr. Johnson has compiled, clients using the fax service experienced an average decrease in loss costs of 18% and an average decrease in loss frequency of 10%. One client, Mr. Johnson said, reduced its loss costs by 30% and loss frequency by 17% over a one-year period beginning in 1995, he said.

Mr. Johnson said he believes reductions in loss costs and frequency will be "more significant" with Safetylogic.

This could be good news for some employers, given that the Occupational Safety and Health Administration recently announced that it had sent letters to some 13,000 employers across the country identified as having the highest lost-workday injury and illness rates, informing them to fix safety and health hazards. Up to 4,200 of the sites may be targeted for comprehensive safety and health inspections by Jan. 31, 2001, OSHA said.

Bob Thimjon, chief financial officer of The Ramkota Cos., a hotel and restaurant management company with 60 locations around the country, said that Safetylogic "is working very well" for his Sioux Falls, S.D.-based company.

Not only is he better able to communicate with various locations, "we can monitor. . .that they have safety meetings, score their safety self-inspections and determine what problems they need to address," said Mr. Thimjon. Using an Internet-based system "takes the labor out," he said.

Last month, RiskNet introduced a new feature to its Safetylogic product that allows forms and audits to be downloaded into a hand-held personal computer, letting field managers record information while away from the office.

"The idea is that safety is managed by walking the property, not from behind the desk," Mr. Johnson said.

The subscription service costs \$36 per month per user, in

addition to

a licensing and training fee

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